



Client/Family Handbook & Orientation

Revised 2022

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WELCOME to TARC

About Us

Founded in 1952 by Nellie and Jeffery Guidry and incorporated in 1962, TARC has been and continues to be a driving force in Terrebonne Parish and beyond. TARC is committed to providing individuals with cognitive, intellectual, and developmental disabilities the opportunity to pursue goals where they live, learn, work and play.



Mission Statement

TARC provides innovative services, the opportunity for community inclusion, and the enjoyment of a meaningful life for people with intellectual and developmental disabilities in Terrebonne Parish.

Vision Statement

To promote advocacy, empowerment, and full participation for people with intellectual and developmental disabilities in Terrebonne Parish.

People Behind TARC

TARC is 501(C)3 non-profit organization employing over 175 staff in various occupational settings. TARC's staff range in diverse educational backgrounds. Some of the degrees held by TARC staff and the people we employ are:

- Masters / Bachelors in Education
- Masters in Clinical Counseling
- Masters in Business Administration
- Masters/Bachelors in Social Work
- Bachelors in Psychology
- Bachelors in Special Education
- Registered Nurse and Licensed Practical Nurse
- Nationally Certified Customized Employment Specialists

TARC Services

Eligibility

- An individual must reside in Terrebonne Parish
- Be diagnosed prior to the age of 22 years with an intellectual disability/developmental disability
- Have a funding source for the services to be provided.

Employment Services

TARC provides training and hands-on work experience opportunities in production and providing services for the community.

Community Life Engagement Day Services

Exploring and Connecting Within our Local Community while focusing on personal growth and life skills.

Community Employment

On the Job Work Training and Job Placement in Supportive Work Environments with Community Employers.



Residential Services

Residential services are provided for community living and care in a variety of settings.



TARC Transportation Services

TARC currently provides transportation to and from work and programs for individuals affiliated with TARC within Terrebonne Parish.



Family & Client Services

Family Support Services

A Licensed Professional Counselor (LPC) provides counseling to assist families and individuals to cope with simple to highly complex problems. Areas of service include:

- Individual and Family Counseling
- Behavior Training Programs
- Anger Management Groups
- Grief Counseling
- Social Skills Training
- Staff Training
- Resource Referrals
- Advocacy
- Abuse & Neglect Training
- Investigations
- Vocational Assessments & Counseling

An RN and LPN administer daily medications, assess illnesses, provide first aid for injuries, and respond to emergency situations.



Client Representative

Every three years, anyone that receives TARC services is eligible to vote for a qualified Client Representative that represents the agency's persons served at the monthly TARC Board of Directors meeting. The Client Representative advocates and addresses any concerns that are discussed by persons served at the monthly Client Representative meeting and reports to the TARC Board. The Client Representative is also a voting member of the board and reports updates to the persons served at every Client Representative Meeting. The Client Representative also meets with the officers from the Client Representative Committee to discuss issues and plan for service projects and events.

Community

TARC encourages you to participate in opportunities away from work. As a member of your community, you are able to participate in activities throughout the community. We encourage:

- Joining the local library
- Attending church functions
- Joining the YMCA
- Spending time with family and friends
- Volunteering at our Local Food Bank

Special Olympics

Special Olympics offers several athletic opportunities. The Terrebonne Parish Recreational Department (985-873-6584) manages Special Olympics activities.



Special Olympics

Let's Get Together Club

Let's Get Together is a TARC social organization that is open to anyone 18 years or older in Terrebonne Parish with an intellectual or developmental disability. Membership of \$20 is due in January. The club plans and hosts social events throughout the year at various locations in the community. Activities include dances, barbeques, bowling nights, and holiday parties.



Advocacy

Advocacy is the act of pleading or arguing in favor of something, such as a cause, idea, or policy. It is the policy of TARC that all persons served will have the right to access advocacy services at any time as well as receive information on advocacy trainings and resources available in the community. Information for upcoming advocacy events and/or trainings may be handed out and sent home with each individual and/or be posted on the message board in the administration building. Some advocacy resources are listed below.



The Disability Rights Louisiana (DRLA) protects and advocates for the human and legal rights for people with disabilities of all ages across the state. This agency works to empower the disability community to live an integrated life, free from abuse, neglect, and exploitation. Among the diverse services offered are: legal representation, information and referral, outreach and training. The Advocacy Center is a tax-exempt, private, non-profit corporation organized in 1978 and governed by a volunteer Board of Directors. It is based in New Orleans with branch offices in Baton Rouge and Lafayette. The toll free number is 1-800-960-7705. The Disability Rights Louisiana website is www.disabilityrightsla.org.

Advocacy

Bayouland Families Helping Families

Bayouland Families Helping Families is a family directed resource for families and children with special needs, adults with disabilities, and professionals working with disabilities. They provide information and referral, education and trainings on issues affecting people with disabilities, advocacy and peer support. They also offer a lending library with books and videotapes on disability and parenting issues. The toll free number is 1-800-331-5570, and the website is www.blfhf.org.



Important Phone Numbers

Community Employment Services

Louisiana Rehabilitation Services (LRS)

Phone: (985) 857-3652

Waiver Services

South Central Louisiana Human Services

Authority (SCLHSA)

(formally Region 3 OCDD)

Phone: (985) 876-8805

Toll Free: (800) 861-0241

Louisiana Office of Citizens with Developmental Disabilities (OCDD) (State Office)

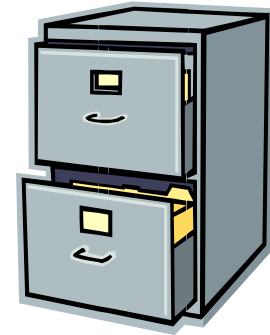
Phone: (225) 342-0095

Toll Free: (866) 783-5553

General Information

Confidentiality

TARC ensures that the confidentiality of your records is safeguarded in accordance with HIPPA regulations. Your records are kept in a locked file cabinet and cannot be reviewed by unauthorized persons. Other agencies must have your permission, in writing, before we will release any information about you. When you signed your application, you gave TARC the authority to release information about you to the agencies (LRS, Medicaid, SCLHSA, and your support coordinator) that fund your services at TARC.



Health & Safety

The health and safety of the individuals we serve is very important to us. Individuals entering any of TARC's programs will be provided with an orientation to TARC's health and safety practices prior to entering a program.



Abuse/Neglect

In accordance with state laws, it is the policy of TARC to report any suspected abuse, neglect, exploitation or extortion of the persons we serve to the appropriate authorities. All employees are mandated reporters and are subject to criminal prosecution if reports are not filed accordingly.



General Information

Medicaid Waiver Information Hotline

For all Medicaid Waiver recipients, 1-800-660-0488, should be called if you have a problem or concern about any Waiver services you receive.



Service Capacity

TARC maintains an individual/staff ratio in accordance with licensing and funding regulations. Services will be provided to you as long as necessary or until termination occurs. Upon exiting services from TARC, resource information will be provided.

Individual Rights

You have the same rights, benefits, and privileges as other citizens of the United States and Louisiana. You have the right to:

- Be treated with consideration, respect, dignity and individuality regardless of disability.
- Receive services without regard to race, color, religion, sex, marital status, national origin, sexual orientation, age or disability.
- Participate in any decision-making regarding your individual program.
- Apply for any job available in the work program (Job Postings are located in the Admin Building).
- Be assisted in finding community-based employment, if desired.
- Receive a written statement for each pay period which indicates gross pay, hours worked, and any deductions.
- Review your own records or have the records read/explained to you.
- Appeal any decision by referring to TARC's Grievance/Appeal process.

General Information

Individual Rights (Continued)

- Withdraw from any program or service without fear of retaliation.
- To be informed in writing in the event of termination/dismissal and receive the procedure on appeals.

Grievance/Appeals Policy

You may obtain the assistance of an advocate to complete the following grievance procedure. TARC's staff is also available to assist you in writing your complaint or direct you to someone who can help you. As a result of filing a grievance or participating in the investigation of a grievance, you will not be:

- Discriminated against.
- Harassed.
- Intimidated.
- Suffer any punishment.

You have the right to file a complaint and/or appeal a decision made by TARC to TARC's Board of Director's Family & Client Grievance Committee. Complaints and/or grievances regarding:

- Denying admission
- Lack of prompt delivery of services
- Failure to allow for choice of service option(s)
- Disciplinary action
- Discrimination

must be placed in writing. Before you file a grievance, you have a right to receive in writing, the reason(s) for the action that was taken or the decision that was made. If you think you are being subjected to any of the above, you have the right to appeal directly to the Executive Director.

General Information

Grievance/Appeals Policy

The following problem-solving procedures are available if you perceive an attitude or occurrence to be unfair or discriminatory:

- You and/or your advocate will first meet with the immediate supervisor and your Program Manager (and, if necessary the Department Director) in an attempt to resolve the problem. This meeting should take place as soon as possible preferably within two working days of the occurrence. Your grievance (and the reasons for the grievance) should be presented in writing at or before this meeting.
- If you are not able to come to an agreement, you may appeal to the Executive Director in writing. A copy of the grievance is to be given to your immediate supervisor, your Program Manager and the Department Director. Within ten working days after the written grievance is received, the Executive Director will render a decision in writing to you, your immediate supervisor, the Program Manager and the Department Director.
- If, after following the proper chain of command, you still disagree with the decision, you may appeal in writing to the Family & Client Grievance Committee Chairperson within 10 days after the last contact with TARC.
- The request for a hearing must include your explanation of the problem, what steps you have taken to resolve this problem and what you would like to see done about the problem.
- Generally, you will be given at least 3 days notice of the meeting. This meeting will be of a closed nature and will be posted as usual unless otherwise required by law.

General Information

Grievance/Appeals Policy

- The meeting will be conducted and you will be able to present your case with the necessary documentation supporting your grievance. You and TARC's staff will be allowed to call and question witnesses before the committee. The committee members may ask questions to you or any witness in an orderly and non-intimidating manner.
- Once the committee has heard all information from you and TARC's staff, the committee will reflect on the issue and give a final and binding decision.

A written final decision will be given to you within 5 working days of the meeting.

Human Rights Committee

The organization maintains a Human Rights Committee made up of individuals both from within and outside the organization. The Human Rights Committee will:

- Safeguard the human and legal rights of all TARC individuals.
- Review and determine appropriateness of any behavior modification program or technique which constitutes negative behavior consequences.



General Information

Religious Preferences

Every individual receiving Residential, Employment and Community Day Services has a right to expect that his/her religious preference will be respected.



Dismissal/Termination from TARC

When you are enrolled in any TARC program, you have obligations and responsibilities. Although we would regret it happening, you could be terminated for the following reasons:

- If you have a medical condition which requires specialized medical care that TARC's program cannot provide.
- If you are found to have a behavior disorder or psychosis for which TARC has no program, or you become dangerous to yourself and/or others.
- For emergency situations such as fire, contagious disease, or severe threat to client safety and well-being.
- If you lose your funding source due to ineligibility and do not qualify for another funding source.
- In the event of termination, you will be informed in writing and will receive the TARC procedure on Appeals. You will also be referred to other community resources as per your needs/desires.

General Information

Re-Admission

Should a request for re-admission into a program occur after a discharge has been completed, the admission procedures will be followed.

Emergencies That Require TARC Closing

In cases involving severe weather conditions such as threats of hurricanes, snow, flooding, etc., we normally follow the decisions of the Terrebonne Parish School Board; however, on occasion, we do not. It is important to check our website or Facebook page for the most current information. If such an event as above or broken water/gas lines should occur during TARC's regular operational hours, we will close and transport early. Family members and/or emergency numbers will be notified so that someone will be at home to meet the bus, if necessary. At all times, we need 3 phone numbers of people who will be responsible for the individual in the event of an emergency or TARC closing.



REMIND Text Messaging Alerts Program



TARC requests that all family members and individuals we serve that utilize cell phones OPT-IN to our REMIND MOBILE TEXT ALERTS PROGRAM. TARC utilizes this service to provide instant alerts on important TARC information— TARC Closings, Emergency Notices, and Transportation Updates. Remind is a FREE service that lets us send quick messages via text, push notifications, or email to everyone involved with TARC. We are able to stay in touch without revealing any personal contact information. Signing up for messages on Remind is easy. Follow the steps below to OPT-IN. Text **810-10** and text **@tarcall**. If you need assistance signing up, please call TARC.

General Information

Individual Service Plans

Each person will participate in the development and implementation of their individualized service plan (ISP). The ISP will be reviewed annually and will include:

- An individual's interest, strengths, needs and preferences.
- Pertinent personal information.
- Medical history and assessment.
- Goals and objectives to achieve work related and daily living skills.
- Services to be delivered.

Staff Training

All TARC staff receive annual training in accordance with licensing guidelines.



Visitors

All visitors are required to check in and out at the receptionist's desk in the Administration building. Visiting individuals working at off campus locations is limited to up to 5 minutes while the individual is working. Breakrooms at these locations are off limits to visitors.



Phones

From 8:00 AM to 4:00 PM, call 985-876-4465. To contact specific departments before or after operational hours, call:



Transportation	223-7393	Grand Designs	873-0720
Bayou Country Café	851-2117	Cajun Confections	746-5992
Cedar Chest East	873-2322	Cedar Chest South	594-4141
Cedar Chest North	446-1437	Cedar Chest West	876-2285
Cedar Chest Donation Center	804-4418	Houma Grown	223-7397
Toll Free Number	1-877-876-8242		

For all other needs, please call the main office and they will make the contact.

Employment

TARC Enterprises

Our work program's purpose is to help you develop good work habits, job skills and an attitude to enable you to be as productive as possible. You will be offered training and work in a social enterprise, mobile crew, enclave, or competitive employment setting. You are the guiding force to your present and future vocational opportunities. We pledge ourselves to provide the best services possible in the least restrictive way for each individual served and to insure the continued development of adaptive/daily living skills necessary to promote an independent lifestyle.

Community Employment

If you desire to work at a local business in the community, we along with Louisiana Rehabilitative Services (LRS), can help you find that job! We learn your job preferences and interests, and we match you with a job and employer that fits your job goals. We provide community based assessments that introduce you to different employers as well as job coaching and follow-along services once you find your job.



General Information

HOURS: TARC Administration, TARC Enterprises and Grand Designs are open from 8:00 AM to 4:00 PM. TARC's Cedar Chest locations are open from 9:00 AM to 5 PM. Cajun Confections is open from 7AM to 5 PM.

DAYS: The TARC Enterprises program operates Monday-Friday. Some community employment jobs operate on weekends and days that TARC is closed.

Employment

TARC Work Opportunities

TARC Enterprises offers a variety of vocational training opportunities, work, and work sites. Opportunities are available through various work units as:

- Bayou Country Café (Restaurant)
- Bakery & Candy Making (Cajun Confections)
- Yard Maintenance (Bayouland Yard Krewe)
- Salsa & Pepper Jelly Production (Houma Grown)
- Janitorial Crews (Lagniappe Cleaning Company)
- T-shirt Screen-printing (Grand Designs)
- Thrift Stores (Cedar Chest Boutiques)
- Donation Center (Cedar Chest Boutique)
- Donation Pickup Crews (Cedar Chest Boutique)
- Mardi Gras Bead Packaging (Buy-U Beads)
- Individualized Community Job Placements & Follow Alongs (Creative Employment Opportunities)



Responsibilities

- Regular attendance
- Report to work on time
- Cooperate with supervisors
- Maintain a safe work place
- Treat all people in a respectful manner
- Use and care for all equipment needed for a job
- Participate in the planning and execution of your program

Employment

Attendance

Regular attendance is expected and is very important. If you know in advance you are going to be out for a doctor's appointment or meeting, notify your work supervisor and transportation driver. It is important that you come to work each day. Work contracts depend on everyone to get them completed. If you know that you will need to take any time off from work, you are expected to get a Leave Request form, fill it out and get it approved by your supervisors. It is probable that your request will be approved, but there may be some occasions when it could be refused. You must also fill out a Leave Request when you go on vacation or go to Special Olympics. **Anyone having poor attendance, not due to medical reasons, may lose their funding source and be terminated from the program.**



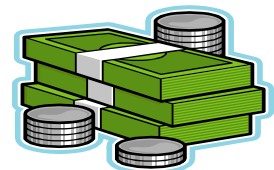
Dress

You should wear clothes that are comfortable and suitable for your job, as approved by administration. Everyone is expected to wear clean clothes and some jobs require you to wear steel-toed, ankle-high leather boots or non-slip shoes. Working in some areas, you will be expected to wear a uniform and maintain a neat and clean appearance. Personal Protective Equipment (PPE) will be provided according to job.



Pay

Paydays are every other Tuesday. You will receive a paycheck and stub showing your gross pay, hours worked, and deductions, if any. In addition, you can also Directly Deposit your pay check into your bank account.



Employment

Reporting Pay

TARC would like to inform all applicants that if an individual receives SSI or Social Security disability and earns an income from work, the additional income must be reported to the Social Security office (1-800-772-1213). The additional income may affect your monthly check from SSI or SSDI, but may not affect Medicaid/Medicare benefits. TARC is required to report these earnings to the Social Security office.

Job Risk

Because of some risks involved in some work areas and some tasks, safety rules must be followed by everyone. These rules include, but are not limited to: the use of personal protection equipment and specialized training for use of machinery or chemicals.



Meals

Selected meals are available in TARC's Bayou Country Cafe through the TARC lunch program. Anyone may bring their own lunch; in fact, some jobs require that you bring your lunch or purchase it at another site if your work crew will not return to TARC's grounds until afternoon. Refrigerators and microwaves are available in each location.



Employment

Medication

If you are currently on medication or have some prescribed in the future, you must have doctor's orders for it to be administered at work. All medication and orders must go to the TARC nurses



and is overseen by them. You may be on a program to self-administer your own medication, but our nurses will also monitor your use.

****All medication must have a doctor's order and must be in a properly labeled and dated prescription bottle. Aspirin, Tylenol or any over-the-counter medication must also have a doctor's order for it to be given to you at TARC. No medication will be administered unless all is complied with from above.**



Medical Work Restrictions

Anytime you cannot perform your regular work duties due to illness, injury, or surgery, TARC requires that you bring a doctor's statement saying what kinds of activities you are able to perform. You will also need to bring a doctor's statement when the restriction is lifted to say you are able to return to work on a specific date.

Employment Work Guidelines

The following guidelines are for those who work in TARC Enterprises. These guidelines are not intended to limit nor restrict anyone's rights, freedom of movement or expression. Instead, they are designed to insure that each person can work in a safe and orderly environment. These guidelines are in place to encourage and promote responsible adult behavior.

- Be on time for work and make any appointments after working hours, whenever possible.
- Request leave time when you have plans for an activity or medical appointment which will prevent you from coming to work. If you wake up ill, call transportation by 6:30 AM to inform them not to pick you up. If you work on an early crew, call your supervisor at the time they request you to notify them.
- If you are not in by 9:00 AM and have not made prior arrangements to arrive late, you will not be allowed to check in.
- Remain in your workspace. Remember other people are working even if you are not.
- Treat others in a polite and courteous manner and respect the property of others.
- No bossing, supervising, or instructing a coworker.
- Smoking is not allowed in any TARC buildings or vehicles. However, there are designated smoking areas.
- You are responsible to clean up your own area whether on the job, at lunch, or break.



Employment Work Guidelines

- No fighting, biting, hitting, or scratching. These behaviors require automatic suspension.
- No abusive and profane language, threatening or excessive teasing. These behaviors can also lead to a suspension and/or relocation to another job setting.
- Alcohol, unauthorized drugs, guns, knives, or other weapons may not be brought onto any TARC property, work site, or any TARC vehicle.
- Acts of vandalism or deliberate destruction of property will not be tolerated.
- Limit borrowing. Do not force anyone to give you food, money, drinks, etc.
- Report all injuries immediately to your supervisor.
- No inappropriate kissing or touching in sexual ways while on TARC property, transportation, or job sites.
- Attend work neat, clean, and appropriately dressed for your job.
- You are required to participate in any safety drills, such as fire drills or tornado drills.
- You must sign in and/or out at your unit, including the person that drops you off, whenever you do not ride the TARC bus.



Community Life Engagement Day Program

Options Plus Community Day Program

TARC's customized community engagement day program, Options Plus, provides people access to meaningful community activities and services. The individuals learn through enriching activities such as community outings, community connections with community partners, volunteerism, art classes, fun leisure activities, exercise and life skills classes. Options Plus provides opportunities for personal growth and quality of life satisfaction with a focus on individual choices.



Individualized Care & Objectives

TARC's staff provides an individualized plan to help maintain and improve daily living, communication, personal safety, socialization, and wellness that will assist the individual's personal development. In addition to an individualized plan, our staff provides each individual with a number of activities that incorporate skills learned at TARC and place them in practical usage in the community.

Volunteer Opportunities

Individuals in our Options Plus Community Day program have regular ongoing volunteer opportunities through the Terrebonne Parish Animal Shelter and the Good Samaritan Food Bank.



Programming

Community Outings– Museums, Shopping, Volunteering, Libraries

Options Programs– Exercise/Movement, Music, Social, Life Skills, Art

Community Art Outings– Photo Club, Community Art Classes

Residential

Services/Opportunities

Residential Services offers a variety of residential options. TARC's residential services provide for habilitation and care through:

- Community Homes
- Supervised Independent Living (SIL)
- Center-Based Respite
- Attendant Care Services

General Information

HOURS: An individual receiving residential services from TARC could receive support up to 24 hours a day, seven days a week depending on the waiver received.

PHONES: Office hours are from 8:00 AM to 4:00 PM, Monday-Friday. However, someone is ALWAYS on call for EMERGENCIES.



Community Homes

TARC operates three residential community homes that are located in different neighborhoods throughout the parish. Each home provides a place for six individuals to live. One home is for females, one is for males, and one is co-ed.



Residential

Objectives

On a daily basis, individuals living in the community homes complete objectives that were developed by the individual and the ID Team. These objectives are created to help an individual work toward his or her personal goals and usually include hygiene, cooking skills, money management, time management, leisure activities, safety skills, as well as many other daily living tasks.

Activities

Individuals living in the community homes participate in a variety of community activities. Some of the outings include: music performances, Let's Get Together social club activities, Special Olympics, Super Stars bowling, movies, shopping, eating at local restaurants, and many other local community events.



Home Environment

Responsible, adult-like behavior is expected in all programs. If behaviors become challenging, continuous, and impose unsafe conditions for one's self and/or others, an ID (Interdisciplinary) Team meeting will be called. The purpose of the meeting would be to identify the causes of the behaviors and possible strategies to address areas of concern and to determine if current placement is appropriate.

NOTE: All Community Homes are audio & video monitored in all common areas.

Residential

Supervised Independent Living (SIL) Daily Living Activities

Personal Care Attendants teach and/or assist you with activities of daily living such as:

- Cooking
- Cleaning
- Hygiene
- Grocery shopping
- Outings
- Recreation
- Doctor Appointments, etc.



Finances

Everyone in TARC's SIL program has the option to manage their own finances; however, if not, TARC will assist or manage their finances. If you need assistance, TARC's staff will train you with your checking account, savings account, and bills. Finances are reviewed weekly with all SIL persons served. Staff are always available for assistance.



PCA/In-Home Respite General Information

All services are provided as outlined in the individual's Plan of Care. Services may be provided in or out of the home, but may not be provided in the worker's home. If additional services are needed, your Support Coordinator must be contacted.

Residential

Staff

All staff have a minimum of 16 hours of training, including training on your plan, before they can begin working with you. Trainings include: CPR, First Aid, confidentiality, abuse/neglect, as well as many other important topics.



Center Based Respite

Center Based Respite is open two weekends a month, typically the first and third weekends and begins on Friday at 3:00 PM through Sunday at 5:00 PM. An individual may stay the entire weekend or on a short-term basis. If you receive waiver services, the need for center-based respite must be outlined in your service plan.

Daily Activities

Daily Activities are offered during your center-based respite stay. These activities are indoor and outdoor, weather permitting. Activities include board games, videos, music, coloring, playground, and walks.

Medication

If you do not receive Waiver funds, a family member/guardian is responsible for administering medications. If you have Waiver funding, medications are given by a Nurse, Certified Medication Attendant, or Nurse delegate. All medication must have a doctor's order and must be in a properly labeled and dated prescription bottle.



Transportation

TARC Transportation

TARC currently provides transportation to and from work and programs for individuals affiliated with TARC within Terrebonne Parish. If you will not be riding a TARC vehicle on any given day, call 223-7393 to inform TARC's transportation staff. The transportation office is open from 5:30 AM to 5:00 PM. Both families and individuals have the security of knowing that TARC's transportation drivers have knowledge, training, and the desire to serve with respect, care, and dignity.



Public Transportation

Public Transportation is available for a fee through the following:

- Good Earth Transit 985-850-4616, www.tpcg.org/transit
- Tommy's Cab, 985-876-1200, 624 Hobson Street Houma 70360

ADA Paratransit Service

If you have a physical, developmental, or intellectual disability that prevents you from using a ramp or lift equipped public transit bus and/or limits your community mobility some or all of the time, you may be eligible for ADA Paratransit service. Generally, Paratransit service is available between 6:00am to 5:30pm, weekdays, and 8:15am to 4:00pm on weekends. The Paratransit shuttle provides curbside service at your residence, and charges a fare of \$2.00 for each one-way trip. Please contact the Terrebonne Parish Consolidated Government Transit Division at 985-850-4616 for an application and additional information.

If you need any assistance for your transportation needs, please contact your QDDP or Creative Employment Opportunities.

Consent to Participate in TARC's Services

I, _____ hereby acknowledge that I have received and reviewed TARC's individual/family handbook via staff assistance, listening to a cassette or viewing a video. I agree to participate in the program as defined below:

Unit _____

Days to Attend _____ If not 5 days a week _____

Comment _____

Vehicle _____

Funding Source _____

Date of Entrance _____

Orientation Procedure:

1. Tour of the facility led by a staff member of TARC.
2. Explanation of the program goals and the services provided by TARC.
3. Receive a copy of the program calendar for the current year.
4. Receive and reviewed individual/family handbook.

Individual Signature

Date

Signature of Guardian/family member attending Orientation Date

Signature of staff person providing orientation

Date

**Due to breakdowns and changes in routes, the bus you typically ride may change.



Providing innovative services,
the opportunity for community inclusion,
and the enjoyment of

a meaningful life

for people with intellectual and developmental
disabilities in Terrebonne Parish.

Our SERVICES



EMPLOYMENT SERVICES

Teaching Job Skills in a Supportive Work Environment



COMMUNITY LIFE SERVICES

Exploring and Connecting Within our Local Community



RESIDENTIAL SERVICES

Fostering Independent Home and Life Skills



TRANSPORTATION SERVICES

Providing Safe and Reliable Transportation

Our ENTERPRISES



Our PROGRAMS



COMMUNITY DAY PROGRAM



COMMUNITY EMPLOYMENT



An affiliated chapter of



Call Us
985-876-4465



tarc@terrebounearc.org



www.terrebounearc.org



WE EXPLORE
WE CONNECT
WE EMPOWER

Our
SERVICES



EMPLOYMENT SERVICES

On the Job Training in Supportive Work Environments



COMMUNITY ASSESSMENT SERVICES

Exploring and Connecting Within our Local Community



CUSTOMIZED EMPLOYMENT SERVICES

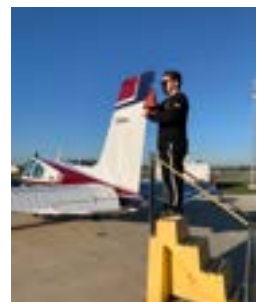
Customizing Specific Employment Needs for Job Seeker



FOLLOW ALONG SERVICES

Dedicated to Individual Employment Success

Our
JOB PLACEMENTS



Our
COMMUNITY PARTNERS



EMPLOYER TAX CREDITS AVAILABLE

Our
EMPLOYMENT SPECIALISTS

- **NATIONALLY CERTIFIED CUSTOMIZED EMPLOYMENT SPECIALISTS**
- **EXPERTS IN AUTISM AND OTHER DISABILITIES**



Call Us

985-876-4465

Ask for Vicky Rivet or Jessica Williams



ce01@terrebonnearc.org



www.terrebonnearc.org

Prevention
 Kids Don't Gamble Wanna Bet,
 Life Skills Training,
 Project Alert,
 SYNAR,
 Community Outreach

Outpatient Core Behavioral Health Services
 Assessment,
 Individual and Family Therapy,
 Group Therapy,
 Psychiatric Evaluations,
 Medication Management,
 Case Management,
 Peer Support Services,
 Crisis Intervention

Infant/Early Childhood Outpatient Behavioral Health Programs
 Assessment,
 Child Parent Psychotherapy,
 Parent Management Training, Family Trauma Therapy
 Youth Post Traumatic Stress Disorder

Specialty Programs/Services
 Anger Management*,
 Employee Assistance Program,
 Federal Probation & Parole,
 Gambling+,
 Psychological Testing,
 Substance Abuse Professional*,
 Tobacco Cessation+,
 3rd and 4th DWI Program
 +Free programs
 * Fee for services

Medication Assisted Therapy (MAT)* (vivitrol & suboxone)
 Narcan Distribution,
 Opioid Education,
 Mobile Crisis Team
 *Fee for services

Developmental Disabilities
 Screening and Eligibility,
 Supports and Services, Waiver Programs

SCLHSA takes a holistic approach to health care. Our integrated health care team assesses and coordinates patient needs to include mental health, addictions, developmental disability and primary care services. We are focused on disease management, nutritional intervention and other medical specialty programs to assist in the quest for optimal health and wellness. Our goal is to provide individuals with a full circle of services to aid them in gaining the proper balance for their life.

Community Education
 Opioid,
 Bullying,
 ASIST,
 SafeTALK,
 Bystander Intervention,
 Youth Mental Health First Aid,
 Crisis Intervention Training,
 Dispatcher Training,
 Wellness

Inpatient/Residential Treatment Services
 Fairview Treatment Center,
 Claire House for Women and Children,
 Assisi Bridge House

Crisis Assist Link Line (CALL Line)
 After Hours Crisis Line

Intensive Outpatient Program

Health Home (Integrated Behavioral Health and Primary Care)
 Medication Management, Preventive Care,
 Disease Management,
 Acute Illness,
 Physicals,
 TB testing, HIV testing,
 Hepatitis C testing,
 Nutrition,
 Wellness

Community-Based Services
 Interagency Service Coordination (ISC),
 Personal Care Attendant,
 Transportation Services,
 LeCirque Mentoring Program,
 Community Outreach
 PATH
 STR/LaSOR

Mobile Unit Services
 Primary Care,
 Behavioral Health Care
 Crisis Outreach
 First Aid Availability
 Community Events





PROTECT



ADVOCATE



EMPOWER



Get in touch with us!

Main Office Address:

8325 Oak St.

New Orleans, LA 70118

Phone: 800-960-7705

Website: disabilityrightsla.org

Facebook.com/[disabilityrightsla](https://www.facebook.com/disabilityrightsla)

**DISABILITY RIGHTS
LOUISIANA PROTECTS
AND ADVOCATES FOR THE
HUMAN AND LEGAL
RIGHTS OF ALL CHILDREN,
ADULTS AND OLDER
PEOPLE WITH
DISABILITIES**



**CALL US:
1-800-960-7705**

Our Services

LEGAL ASSISTANCE

We provide people with disabilities of all ages with free legal services, along with helpful information and referrals.

COMMUNITY ADVOCACY

Through community advocacy programs, Disability Rights Louisiana:

Protects and advocates for the rights of individuals with disabilities in group homes (CLOP) and in supported independent living (SILAP).

Supports individuals with disabilities to get and keep financial independence and employment (WIPA, PABSS, CAP, and FAIR).

Ensures that individuals who receive help managing their Social Security benefits are treated fairly (PABRP).

PUBLIC POLICY & LEGISLATIVE ADVOCACY

Disability Rights Louisiana monitors legislative activity that impact the lives of people with disabilities and works to provide information to relevant stakeholders and various policy makers about the anticipated effects of such legislation.

Mission Statement

Disability Rights Louisiana protects and advocates for the human and legal rights of people with disabilities of all ages. Our work aims to empower the disability community to live an integrated life, free from abuse, neglect and exploitation.

History

Disability Rights Louisiana (DRLA), formerly known as the Advocacy Center of Louisiana, is a 501(c)(3) not-for-profit organization organized in 1977 to protect, empower and advocate for the rights of persons with disabilities of all ages in Louisiana.



How We Decide What Cases We Take

Since demand for our services far exceeds the availability of our staff and attorneys, cases are selected based on available resources and must fit within our priority areas. If we cannot help you directly, we may be able to provide useful information and referrals.

What We Don't Do

Unfortunately, we are not able to provide financial assistance, and we do not provide legal services in the following areas, among others:

Divorce • Criminal charges • Marital Child Custody
Spousal Support • Automobile Accidents
Bankruptcy • Debt Collection
Applications for Social Security

If you need general information referral regarding services available to people with disabilities in Louisiana, please call 2-1-1.

Work Incentives Planning & Assistance

Lighthouse Louisiana Work Incentives Planning and Assistance (WIPA) Project is one of two Social Security Administration (SSA) funded grants awarded to organizations in Louisiana [the other is LSU's West South Central Project] to provide free benefits counseling to eligible Social Security beneficiaries, who have a disability, to help them make informed choices about work.

Who is eligible for WIPA services?



Individuals who receive:

- Social Security Disability Insurance (SSDI)
- SSDI-Related Medicare
- Supplemental Security Income (SSI)
- State SSI payment
- SSI-Related Medicaid based on disability

AND who:

- Are working
 - Have a job offer pending
 - Are actively interviewing for jobs
 - Had an interview in the past 30 days
 - Have a job interview scheduled in the next 2 weeks
 - Are a veteran, or
 - Are age 14 - 25, (even if you are not actively pursuing work)
-

Who We Are!

The Lighthouse WIPA Project is made up of a Project Director, two full-time Community Work Incentive Coordinators (CWICs) and one part-time CWIC, who provide free benefits counseling services. The Team receives extensive initial and on-going training about Social Security and eligibility requirements for other Federal and State benefits programs.

We provide in-depth counseling to qualifying beneficiaries within our service area about working, earning more money, and how working may affect an individual's benefits.

What We Do!

The goal of our WIPA Project is to better enable SSA Beneficiaries with disabilities to make informed choices about going to work!

Our CWICs:

- Provide work incentives planning and assistance
- Conduct outreach efforts
- Work in collaboration with Federal, State, and private agencies and nonprofit organizations that serve beneficiaries with disabilities to access other benefits and community resources
- Screen and refer beneficiaries with disabilities to appropriate Employment Networks of their choice
- Provide information on the availability of protection and advocacy services



Service Area

We serve the following 30 parishes

- Acadia
- Ascension
- Assumption
- Calcasieu
- Cameron
- East Baton Rouge
- East Feliciana
- Iberia
- Iberville
- Jefferson
- Jefferson Davis
- Lafayette
- Lafourche
- Livingston
- Orleans
- Plaquemines
- St. Bernard
- St. Charles
- St. Helena
- St. James
- St. John the Baptist
- St. Martin
- St. Mary
- St. Tammany
- Tangipahoa
- Terrebonne
- Vermillion
- Washington
- West Baton Rouge
- West Feliciana

Contact Us

For WIPA Referrals



To refer beneficiaries for WIPA Services, contact the Ticket to Work Help Line at:
(866) 968-7842 Main Phone Line
(866) 833-2967 TTY/TDD Line
Monday - Friday, 7 a.m. - 7 p.m. (CST)

To Contact the Lighthouse WIPA Project

Call Lighthouse Louisiana at:
(225) 529-2749 Baton Rouge
Or Email:
wipala@lighthouselouisiana.org

SSI Factsheets – How Work Affects SSI

August 2022

What will happen to my Supplemental Security Income (SSI) payment if I go to work?

Depending on how much you earn, you can work and keep some of your SSI benefits.

When you go to work and report your earnings, Social Security will reduce your SSI check by an amount called your “countable income.” The good news is that Social Security does NOT include all of your earnings in that countable income amount so they will not reduce your SSI check dollar-for-dollar when you work. Instead, Social Security will count less than half of your earnings by applying earned income exclusions. This means that even though Social Security will reduce your SSI payment, you will still have more money in your pocket by working than you had by only getting an SSI check. You can get an estimate of how much of your earnings will reduce your SSI check by talking to a Community Work Incentives Coordinator (CWIC) from your local Work Incentives Planning and Assistance (WIPA) program. Your CWIC will show you how Social Security will apply the earned income exclusions, so you will know exactly what to expect when you report your earnings.

Additional Work Incentive Exclusions:

In addition to the general earned income exclusions that apply to everyone on SSI, there are several special exclusions called “work incentives” that only apply under certain circumstances. These work incentives can further reduce the amount of your earnings Social Security counts so you can keep more of your SSI check. Using these work incentives can really increase the financial benefit of working for some people. You can find out if any of these special work incentives might apply to you by talking to your CWIC. Your CWIC can also help you request any applicable work incentives and show you how to document the exclusions when you report your earnings to Social Security.

When Your Countable Income is Equal to or Greater than the Full SSI Amount:

When your countable income for a month is higher than your full SSI payment, Social Security will reduce your SSI check to \$0. This is not something to worry about because you can usually

stay active in the Social Security disability system and keep your Medicaid coverage as long as it is your countable earned income that reduces your SSI to \$0. This means you have a safety net that allows you to get your SSI payment back again quickly if you aren't able to continue working or have to reduce your earnings. It also means you will not have to worry about losing your health insurance while you work. Your CWIC will explain how to keep your SSI case active and continue to be eligible for Medicaid if your earnings could cause your SSI check to stop.

This document produced at U.S. taxpayer expense.