



2026

Client Handbook

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Mission Statement:

To create limitless pathways for
people to belong where they....
Live | Work | Learn | Play

Vision Statement:

To be the most resourceful and impactful
social service organization in building a
world of inclusion

Core Values:

People

Integrity

Innovation

Compassion

Fun

Welcome!



Wendy Forkas, CEO

Dear Client:

Welcome to Adjoin. We want to help you be successful in the community and to be as independent as possible.

Together, we will design an Individual Service Plan (ISP) that may help you find a home, learn new skills, get a job, or look for new friends.

Adjoin will be your partner. We will give you the best advice and training possible. Your responsibility is to do your best.

Thank you for choosing Adjoin. We are happy to be able to work with you and will do our best to support you.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Wendy Forkas'. The signature is fluid and cursive.

Wendy Forkas, CEO

Introduction

Adjoin is a not-for-profit organization. We work with individuals with special needs who are 18 years of age and older to live and work in their own communities. We currently serve over 1400 clients and over 350 employees throughout California.

We believe that everyone should have the opportunity to become an independent, productive and responsible member of his/her community.

Your Program

To help you achieve your goals; we help you design a written plan that tailors the services to fit your needs. You will work with your Adjoin Case Manager to make your own Individual service plan (ISP). Your Adjoin Case Manager will provide the training and support needed for success.

This handbook will explain how Adjoin can help you achieve your goals. If you cannot find an answer to a question, please ask one of our staff members.

Quality of Life

These questions may help you to set good program goals:

- Am I safe and healthy?
- Do I have a home in which to live?
- Can I access places I want to go?
- Do I have fun things to do when I am not working?
- Do I have friends?
- Can I make my own decisions?



What We Promise You

These are things that we promise we will do for you and with you.

1. We promise that we will honor your right to make decisions in your life.
2. We promise that we will ask your permission before talking to anybody about you.
3. We promise that you will be treated with respect and dignity.
4. We promise that we will offer services in a timely manner.
5. We promise that we will keep all appointments or give you enough notice when we have to cancel.
6. We promise that the services we offer to you will meet your needs.
7. We promise that you will create your own goals that are realistic.

8. We promise that we will review your goals with you and you can make changes that you feel are appropriate.
9. We promise to help you make decisions for yourself to become your own self-advocate.
10. We promise to help you improve your quality of life.

Quality Assurance Program

Adjoin believes in good quality services and has developed a comprehensive Quality Assurance Program designed to assure that we as an organization are providing you a good quality service and are meeting your expectations of us as an agency. The information gathered by the Quality Assurance Program tells us how well we as an agency are meeting your expectations and goals. This information is used to help develop new services, market and fund raising for our programs.

You have the right to be a part of this process and you will be given the chance to tell us

how we are doing at least once a year. You also will receive information at least once a year telling you how well we are doing as an agency.



Section 1

Purpose Statement

Adjoin's purpose is to:

create limitless pathways for people to belong where they....

Live | Work | Learn | Play



We value people, integrity, innovation, compassion, and FUN!

We want you to use your own resources before asking for assistance from friends, families or agencies. When you need help,

Adjoin is ready to work with you and other agencies to make it happen.

Program Descriptions

Adjoin offers a variety of services. Our goal is to help you develop a program that meets your own needs.

Supported Employment Services

Employment services are geared towards maintaining individual competitive wage employment at local businesses. Our Direct Support Professional provides quality mobility training, job training, on-and-off-site job support services and follow-along to individuals and companies. Our team is available with training and advocacy when new job challenges are present. The type and amount of intervention provided is determined by the individual and their circle of support.

Competitive Integrated Employment

Competitive Integrated Employment (CIE) is full or part-time work for which an individual is paid minimum wage or greater in a setting with others who do not have disabilities. Consopportunitiesssisted by Adjoin to find a

CIE opportunity and support with orientation and job performance to increase their skills and work habits with others in the community.

Coordinated Family Supports

Coordinated Family Support services provide support to families by developing programming for individuals and providing assistance in navigating comprehensive supports tailored to the family's unique needs. Amongst these services, families can receive guidance on creating pathways to overcome barriers in accessing resources, coordinating consistency in advocacy and training, and identifying transportation options or other additional services.

Paid Internship Program

The paid internship program aims to increase the vocational skills of regional center consumers who choose to participate in a paid internship. Through the individual program plan (IPP) process, the consumer is supported by Adjoin to find an internship opportunity with a collaborative employer

and assist the consumer to develop skills and good work habits throughout the internship. The goal is for the consumer to gain experience and skills for future paid employment, or for the internship itself to lead to full- or part-time paid employment.

Independent Living Services

Independent Living provides training and assistance to help clients gain skills and build confidence in maintaining their own home.

This involves increasing self-reliance through a balance of support, counseling, and training in the home. A Direct Support Professional will meet with clients one-on-one in their home or community setting to help them maintain their living situation.

Supported Living

Supported Living offers clients greater support to live independently. Direct Support Professionals provide training and support for individuals to live independently in their own apartment or house within the community. This can include areas of

support like personal care, medication management and behavioral support. This program is well-suited for those who require ongoing support to learn or improve skills for community living and obtain adaptive systems and equipment for ease of living.

Supported Living Residential Services

Supported Living Residential Services provide housing owned by the county in which our consumers reside. Individuals receiving these typically require a higher amount of medical or behavioral support. Our staff work closely with community and generic resources to ensure collaboration with other service providers to ensure top quality care.

InFlight Skills Academy

Inflight is a virtual training and life skills program, designed to support educational and social development. Individual lessons provide participants and their families the opportunity to create their own individualized lessons. Group classes offer

participants the ability to learn in a group environment, develop healthy relationships and shared experiences. Contact us at inflight@adjoin.org for more information or visit our website at www.adjoin.org

Self-Determination Services

The Self-Determination Program empowers Regional Center clients to design and choose support services based on their person-centered plan. It allows for flexible services from vendorized or non-vendorized providers, with individuals responsible for budgeting and managing their paid support network.

ARTE

Arte is an inclusive art workspace, dedicated to supporting artists with intellectual and developmental disabilities. Its mission is to create a nurturing environment that fosters artistic expression, skill development, and inclusive relationships. We aim to empower our artists to communicate their experiences, build

confidence, and create meaningful connections. Our team of specialized professionals facilitates art interest and development, making Arte a welcoming venue!

Community-Based Day Activity Programs

Community Based Day Services offer a supportive and empowering environment in a small group setting. With coordinated support, vocational and leisure skills training, access to community events/recreation, group activity planning, shopping skills, mobility training, socialization, safety, and self-advocacy, you will have the opportunity to thrive and fully participate in your community. Join us for a fulfilling and inclusive experience tailored to your needs.

Tailored Day Program

Tailored Day Program is funded by the Regional Center. Experience personalized one-to-one support in vocational pursuits, post-secondary education, and social/recreational interests with our tailored programming that fits your schedule. Our trained professionals and support team conduct individualized

functional assessments to design programs that align with your interests, abilities, and experience. We also coordinate with other community support services offered by Adjoin and/or partner agencies to ensure comprehensive support access without duplication. Let us help you thrive in your pursuits with customized and coordinated support.

Rapid Emergency Services

Rapid Emergency Services Team (R.E.S.T.) program is in Stanislaus and San Joaquin counties and is funded by the Regional Center and is designed to provide short-term crisis services to help assist in integrating and stabilizing clients in the least restrictive environment possible in the community. This response is provided on a 24-hour-on-call basis and the services provided may vary upon the circumstances of the situation. If clients or team members need help, they contact the person on duty. If you or your care-provider needs help, our emergency on-call team members respond by either phone or on-site visits.

Transportation Services

Our Transportation Program offers personalized and group transportation services for community-based day program activities and other needs in the region. Whether it is medical appointments, family visits, or accessing alternative services in Imperial, Stanislaus, and San Joaquin counties, our program provides reliable transportation options tailored to your needs.

Adjoin Veterans

Adjoin Veterans, a division of Adjoin started in 2011. Adjoin Veterans supports Veteran's and their families through the Supportive Services for Veteran Families program (SSVF) to gain increased independence and productivity as responsible members of their community. SSVF provides coordinated case management services to obtain housing, access benefits, secure employment or advance education in the San Diego and Imperial Valley Counties.

Section 2

Client Rights and Responsibilities

All of us have rights and responsibilities. You should understand your rights and responsibilities.

What is a Right?

Rights are the opportunities that we all share equally. Each person has the same rights under the law. The following are examples of rights that we all respect:

- You have the right to privacy confidentiality of your information.
- You have the right to non-discrimination.
- You have the right to self-help and self-advocacy support services.
- You have the right to be free from neglect, abuse, and exploitation.
- You have the right to file grievances and complaints.
- You have the right to appropriate services.

- You have the right to concurrent services. More than one type of service existing at the same time or side by side.
- You have the right to participate in all decisions that concern you.
- You have the right to informed consent or refusal or expression of choice regarding:
 - ✓ How Your Service is Provided
 - ✓ Release of Information
 - ✓ Make-up of Your Service Staff Team
 - ✓ Involvement in Research Projects.
If you chose to be involved in research projects, you have the right to receive support and guidance to help you adhere to the research guidelines and ethics.
 - ✓ All services being provided to You

- You have the right to freedom from humiliation and retaliation.
- You have the right to freedom from financial exploitation.
- You have the right to have and be referred to legal assistance for appropriate representation.
- You have the right to see your file and your information to help you make decisions.

What is a Responsibility?

Responsibilities are the duties that you must perform as you exercise your rights:

- You have the responsibility to treat all others with the same respect and care that you expect.
- You have the responsibility to be an active and positive member of your community.
- You have the responsibility to communicate honestly.
- You have the responsibility to communicate with others if you or others

are being treated with disrespect or are being abused.

- You have the responsibility to actively participate in your Individual service plan (ISP).
- You have the responsibility to follow all state and federal laws.

Client Code of Conduct

Active participation in Adjoin's program is important to you reaching your goals. Thus, following these rules are important to your success and continued participation in the organization's programs.

- Be responsible for your behavior.
- Act in ways that bring respect to you, your family and friends and other participants within the program.
- Do not use bad language such as swearing, insult or fight with other people. Do not personally abuse others, including verbal, physical and emotional abuse.
- Have appropriate contact and relationships with other participants in the organization's programs.
- Actively participate in the program.

- Try new activities and learn new skills to the best of your ability.
- Do not ask to include your friends, brothers, sisters, or other family members in program activities unless they are so invited.
- Let your family or caregivers know about your program activities. Do not keep secrets about your relationships or activities within the program.
- Be on time and dress appropriately for all program activities.
- Let the organization know if your plans change at least four hours in advance if you are unable to keep an appointment or participate in an activity.
- Do not expect the staff to buy you gifts, give you money or take you on expensive outings.
- Ask any staff or other participants if you may call him or her at home. If he/she agrees, be reasonable and responsible about the time of day and how often you call.
- Keep in contact with the organization's staff by responding to phone calls, letters and other means of communicating promptly.

- If a problem develops, immediately talk to your family or caregiver and/or a representative from the organization about it.
- If a problem develops within your family or other circumstances occur that affect your participation in the program, contact the organization.
- Understand that it is important to follow all the established rules and guidelines of the organization.

Privacy

Adjoin respects your right to privacy. We will not give information about you to individuals or agencies without your written consent. Even when you have given your consent, only the information about you that is necessary will be collected or shared. This information will be used to help you develop a plan to achieve your goals and objectives or to obtain the support necessary to make your plan work.

We are required to report your progress to the agencies that provide funding for your program. They may ask us to report the hours that you work, the number of hours that we provided aid or support, and

information related to your accomplishments. Sometimes we are asked to report information about your wages to the Social Security office or other agencies.

All clients have the right to see their file that is maintained by Adjoin.

Non-Discrimination

Adjoin respects the dignity and rights of all individuals and is an equal opportunity agency. We will not discriminate in operations or hiring, nor will we accept any grants, donations, contracts, job placements or vendorization that require or promote segregation or exclusion based on disability, medical condition, age, race, marital status, sex, sexual orientation, gender identity, gender non-conformance, religion, economic status, or national origin. We advocate for and promote full inclusion of all individuals in every aspect of society.

Self-Advocacy

Self-advocacy means that you choose and decide what is best for you and what you want to do. Self-advocacy also means that you take part in all of the decisions

concerning your life. Some examples of self-advocacy are:

- You decide whether you want to live in a group home or in your own home.
- You decide what you want to cook for your meals.
- You decide when and where you would like to go for a vacation.
- You decide what clothes you would like to buy and wear.
- You decide where you would like to work.
- You decide what staff you would like to work with.

Self-advocacy means that you communicate for yourself. Some examples of letting others know what you want are:

- Tell others how you are being treated.
- Tell others how you feel about your job.

- Participate in decisions in your community.
- Request a meeting or review if you feel that you are being treated unfairly.
- Request a different staff person to work with you if you feel it is not a good match.



Complaints and Grievances

Grievances

You have the right to question and appeal any decision or action taken by Adjoin in your program. You also have the right to report any unfair treatment, dissatisfaction with services or unprofessional activities by any staff member. You have the right to be free from retaliation and barriers to services due to filing complaints.

All staff members are to be attentive and respectful to any grievance registered by you and are prohibited from discouraging, intimidating, or seeking retribution against you for seeking to exercise your rights or file a complaint or grievance. You have the right to timely notification of the resolution and receive an explanation of any further appeal, rights, or recourse. You have the right to at least one level of review that does not involve the person about whom the complaint has been made or the person who made the decision under review.

GLOSSARY OF TERMS

Complaint: A complaint is a verbal expression of dissatisfaction with, including, but not limited to aspects of service delivery, manner of treatment, outcomes, or experiences.

Grievance: A grievance is a formal expression of dissatisfaction or discomfort that can include, but is not limited to service delivery, manner of treatment, outcomes/decisions, or experiences. A grievance is any situation or condition that you think is unfair, unjust or inequitable. All complaints received in writing, including email, are considered formal grievances. If you do not wish to or are unable to submit a written expression of dissatisfaction, you may request the formal grievance be documented by the staff person receiving the verbal report. The policy of Adjoin is that all grievances received by any staff member will be documented and presented to the Chief Operating Officer and the Chief Executive Officer immediately.

Client Advocates

You have the right to obtain an advocate to help you file your grievance. Disability Rights California (DRC) has many programs available to help you. For more information, you may contact DRC at:

1-800-776-5746 or

www.disabilityrightsca.org

Here are the steps you should follow:

1.	If you have a complaint, the concern can be discussed with any Adjoin staff. This process may begin with your Direct Support Professional, Case Manager/Coordinator or Director. If you decide to speak to a staff and an agreement or resolution cannot be reached, you should proceed to the next step of this grievance procedure. You can also file a grievance without any discussion and proceed to the next step.
2.	If you do not feel comfortable filing a grievance with your Direct Support Professional or Case

	<p>Manager/Coordinator, you can escalate your grievance to the Director of Programs. Director of Programs, 9444 Farnham Street., Suite 210, San Diego, CA, 92123. Telephone: (760) 471-3703 Email: jeff.clark@adjoin.org</p>
3.	<p>Grievances should be submitted in writing, however as applicable a reasonable accommodation, in-person, verbal via telephone, or other electronic communications (text or email) is acceptable. Submit written grievance to: Chief Executive Officer, 9444 Farnham Street., Suite 210, San Diego, CA, 92123. Telephone: (858) 292-2020 Fax: (858) 292-2032 Email: corporate@adjoin.org</p>
4.	<p>The CEO or designee will respond at a minimum verbally to the complaint within five (5) business days. Adjoin will investigate and provide a written summary of findings within thirty (30) working</p>

	<p>days of initial notification of the Chief Executive Officer (CEO). Adjoin may initiate an external investigation, upon request and as appropriate. When there is a potential danger to your health or welfare, the CEO may suspend services and/or reassign personnel. When allegedly illegal actions have occurred, CEO or other officers of the Organization will immediately notify all appropriate law enforcement agencies.</p>
5.	<p>If you or your advocate feels that further appeal is necessary, you have the right to appeal in writing to the Chair of the Adjoin Board of Directors at 9444 Farnham Street, Suite 210, San Diego, CA., 92123</p>

If you believe you have not been treated fairly through the Adjoin grievance process, you should contact your Regional Center Service Coordinator.

Section 3

Service Areas

Adjoin is a statewide organization. Services are provided from field locations throughout California.

Our locations are:

Corporate

9444 Farnham Street

Suite 210

San Diego, CA 92123

Phone: 858-292-2020

E-Fax: 8582922020@rcfax.com

<p style="text-align: center;"><u>Fresno</u> 1320 E Shaw Ave. Suite 147 Fresno, CA 93710 Phone: 559-347-6848 Toll Free: 800-932-2333 E-Fax: 5593476848@rcfax.com</p>	<p style="text-align: center;"><u>Imperial Valley Catalysts & Veterans</u> 633 W State St El Centro, CA 92243 Main: (760) 335-4933 Toll Free: 800-717-4307 E-Fax: 7603354933@rcfax.com</p>
<p style="text-align: center;"><u>Merced</u> 2101 'O' Street Merced, CA 95340 Main: (209) 725-4700 Toll Free: 800-203-2032 E-Fax: 2097254700@rcfax.com</p>	<p style="text-align: center;"><u>San Diego</u> 2635 Camino del Rio South, Ste. 300 San Diego, CA 92108 Main: 760.471.3700 Toll Free: 800-717-9305 E-Fax: 4604713700@rcfax.com</p>
<p style="text-align: center;"><u>Stockton</u> 2291 West March Lane Suite C100 Stockton, CA 95207 Phone: 209.851.2758 E-Fax: 2098512758@rcfax.com</p>	<p style="text-align: center;"><u>Visalia</u> 2530 S. Mooney Blvd. Suite C Visalia, CA. 93291 Phone: 559-738-5555 Toll Free: 800-399-9946 E-Fax: 5597385555@rcfax.com</p>

<p style="text-align: center;"><u>Main SD County</u> <u>Veterans & Catalysts</u> 3465 Camino Del Rio S. Suite 420 San Diego, CA 92108 Phone: 858-300-9974 Toll Free: 800-974-9909</p>	<p style="text-align: center;"><u>Orange County</u> 100 W Chapman Ave #200 Orange, CA 92866 Phone: 760-471-3703</p>
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Counties Served

Alameda	Amador
Calaveras	Fresno
Imperial	Kings
Madera	Mariposa
Merced	Orange
San Benito	San Diego
San Joaquin	Stanislaus
Tulare	Tuolumne
Online - From Anywhere!	

Program Policies

Service Location and Hours

All services will be performed in the least restrictive and most appropriate setting. In most cases, this means that your activities will take place in the community or online.

Normal Business Hours

- 8:30 am to 5:00 PM
- Monday - Friday



Support Services

- A 24-hour emergency support-line is available.

Holidays (Offices Closed)

- New Year's Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Christmas Day

Attendance

Participation in all programs of Adjoin is voluntary. If you wish to leave the program or to participate in alternative programs that are offered by other agencies, you are free to do so at any time.

Excessive absences or failure to meet scheduled appointments will result in a review of your program. The Program Manager decides if Adjoin will continue to provide services to you.

Involuntary termination can occur at the direction of the funding agencies or by action of Adjoin.

Drug & Alcohol Use

Adjoin maintains a substance- abuse free environment.

Adjoin understands you may be taking drugs prescribed by your doctor. Taking drugs prescribed by your doctor is important and lawful.

Illegal drugs

It is illegal *and* against Adjoin's rules for you to use, sale, and/or grow "illegal drugs". Illegal drugs include but are not limited to: Marijuana, Cocaine, Heroin, LSD, Meth, Inhalants and drugs not prescribed to you.

If you chose to use, sale, and/or grow illegal drugs, Adjoin staff cannot work with you. We may also terminate all future services to you.

Alcohol

It is against Adjoin rules for you to use alcohol when you are working with our staff and receiving services.

If you chose to use alcohol, Adjoin staff cannot work with you. We may also terminate all future services to you.

Need help?

If you are abusing drugs and/or alcohol and need help to stop, please talk with your Adjoin staff about what resources are available where you live.

Entrance Criteria

Participation is open to all those who are motivated to live and/or work as independently as possible within the community and are 18 years of age or older.

Money to pay for Adjoin services comes from agencies such as the Regional Center, Department of Rehabilitation and other private and governmental sources. Should Adjoin determine that its services are inappropriate, you will be notified in writing. The Case Manager/Program Manager or their designee makes all entrance decisions.

Exit Criteria

You may exit the program through voluntary termination, involuntary termination, or because you have progressed to a point that you no longer need our services. Depending on the circumstances of termination, you may be eligible for re-activation or reinstatement of services at a later date. However, Adjoin maintains the right to refuse future service based on the circumstances of termination, the appropriateness of our services and availability of resources.

At any time, you may choose to terminate Adjoin services. You should notify the funding agency caseworker and your Adjoin Case Manager verbally or in writing. A courtesy period of 30 days' notice is appreciated but not required.

Adjoin reserves the right to terminate services at any time. A request for termination of services will be submitted to the funding agency should Adjoin staff determine any of the following:

- An individual no longer requires services.
- Adjoin can no longer provide appropriate services for an individual.
- An individual presents an immediate danger to the health and safety of the community, Adjoin staff, or other participants. Such dangers include, but are not limited to, physical assaults by the client; possession of firearms or other deadly and dangerous weapons; possession or use of illicit drugs, chemicals, or drug paraphernalia; or written or verbal threats made against

staff, clients, or other members of the community.

Should Adjoin make a request for termination of service, a meeting will be held between the client and/or his/her representative, a representative of the funding agency, and an Adjoin staff representative. If any party requests a meeting, it will be held within three working days of the date the request was made. The outcome of this meeting will determine if Adjoin will provide any further services.

In the event that an individual has progressed to the point that he/she no longer needs services, the support team may determine that a person is ready to discontinue services. In this event, a meeting will be held to plan for a transition to a more appropriate service.



Section 4

Staff Rules

Listed below are some of the beliefs that direct Adjoin's internal policies and the development of client programs.

We believe that:

- In order for you to live successfully in the community you must have a stable living situation.
- The more independence you have, the more flexible you can be in employment and social opportunities.
- Maximum individual independence requires a balance between your work, living conditions, and social life. This balance requires a coordinated effort between you, your family and service agencies.
- Your support and training should take place in age-appropriate, integrated community settings or online.

- Adjoin's role is to help you do things for yourself.
- Your services should meet your specific needs and goals. These services must be financially sustainable.
- The ultimate choice and responsibility for your program are yours.
- The number of hours of service provided by Adjoin should be at the minimum level necessary to help you achieve your written goals.
- When money or other resources are spent, the first responsibility rests with you, second with your family, third with the home community, last with the disability service system.
- On-site training and support, whether in the community or at home, have proven to be the most successful.

Gifts, Favors and Gratuities

Employees of Adjoin cannot accept gifts, favors, tips, or payment directly from you,

your family members, other involved persons, or from your employer. To accept these would be a conflict of interest, which could result in discipline of the employee.

Staff Qualifications

It is important for you to know that management staff usually have a college degree in a social work or related field and/or have several years' experience working with people with special needs as well as in supervising staff. Direct Support Professional staff are required to complete Adjoin's General Orientation, Safety Programs and CPR & 1st Aid and may have some experience working with people with special needs.

Conflicts of Interest

A conflict of interest is a situation where a person's private interests or outside economic interests, in the opinion of management, may interfere with the duties and responsibilities to Adjoin.

We require that staff do not accept outside employment, engage in conflicting business or other conflicting outside activities without the prior written approval of the Chief Executive Officer.

Friendships that are pre-existing upon hire, relatives, or co-habitants of current staff or clients cannot be hired without prior written approval from the Chief Operations Officer.

Relationships with Staff

It is important that the clients and the Adjoin staff have professional working relationships. This means that it is not appropriate for clients and staff to engage in relationships that could be viewed as dating or parental type interactions.

Adjoin prohibits any sexual advances, sexual contacts or sexual relationships, between Adjoin employees and its clients.

Client Finances

Our employees are not allowed to lend you money or other property. Our employees cannot borrow money or other property from you.

There must always be an approved, written plan when employees handle your money or possessions.

Adjoin believes that you are entitled to exercise the maximum control possible over your life and finances. Any financial support program operated by Adjoin must include your full knowledge, active participation, and approval. In most situations you should have your own bank account. If you have a conservator or payee, you should communicate with them to make sure you understand any restrictions you may have. Your money will never be commingled with Adjoin funds.

Client Transportation

You may ride in a Adjoin staff member's automobile. Any time you are riding in a vehicle with Adjoin staff, you must always wear a seat belt and act in a safe and cooperative manner.

Section 5

Acknowledgment of Receipt

Adjoin wants each client to understand as much of the Client Handbook as possible. If you are a parent of a client who needs special assistance in order to understand the Client Handbook, ask your Adjoin Case Manager to explain to you how they can help. If you have trouble reading, make sure you receive an audio copy. We also have copies in written Spanish. If you have other special challenges, make sure your Adjoin Case Manager makes the appropriate accommodations. You also must sign an “Acknowledgment of Receipt” agreeing that you understand and will follow our policies and procedures. If you have any questions regarding this handbook, ask your Adjoin representative before you sign.

Please detach the “Acknowledgment of Receipt” on the following page and give the completed form to a Adjoin representative. This form will be placed in your permanent file.

Acknowledgment of Receipt

Please detach and return the completed form to an Adjoin representative.

I _____
(Print Client's Name)

Hereby acknowledge that on this date _____, I received a complete copy of the Adjoin Client Handbook.

A staff member of Adjoin explained it to me. I understand what the handbook says, and I agree to comply with the rules of the handbook.

Signed:

(Client Signature)

(Staff Signature)

Adjoin

Acknowledgment of Receipt Grievance Procedure

Please return the completed form to a Adjoin representative.

I, _____, hereby acknowledge that on this date _____.

I received a complete copy of the Adjoin Client Handbook with a section stating the Grievance/Appeals and Complaints Procedure.

A staff member of Adjoin explained the procedure to me. I understand the contents and agree to follow the procedure when and if I need to use it.

Client Signature

Staff Signature

***Thank you and
Welcome to Adjoin!***



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