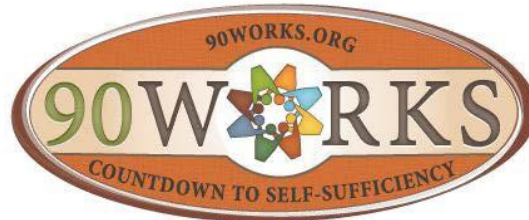


Customer Handbook



Birmingham	Panama City	Pensacola
1827 1st AvenueNorth, Birmingham, AL., 35203	2411 Jenks Avenue Panama City, FL., 32405	115 Gregory Square, Pensacola,FL 32502
Safety Manager:Sadee Scarborough	Safety Manager: Helen Arrington	Safety Manager:Anthony Sawyer
Dublin	FWB	Valdosta
106 N. Jefferson St. Dublin, GA. 31021 Offices 2 & 3	1984 Lewis Turner Blvd. Ft. Walton Beach, FL. 32547	3316 North Oak Street, Valdosta, GA 31605
Safety Manager: Sharmane Clay	Safety Manager: Cory Brown	Safety Manager:Jennifer Albesa

Main Phone Numbers
(Toll-Free) 855-90WORKS (6757)

Visit our website:

www.90Works.org

Like us on Facebook

Welcome

Welcome to 90Works. We are committed to providing quality service to our customers, advocating for those least able to advocate for themselves, and developing partnerships that strengthen our community. We encourage you to ask any questions you might have and take full advantage of our company's services.

Frequently Asked Questions

Services Offered

Our mission is to overcome and prevent homelessness, poverty, and family violence by becoming self-sufficient via our Project90 case management model. Our services move individuals and families from being in crisis and vulnerable to be safe, stable, and self-sufficient. We value everything it takes to be self-sufficient: housing, income, transportation, health, safety, and support.

- Supportive Services for Veteran Families (SSVF): SSVF offers housing and self-sufficiency services for homeless veterans with an honorable discharge and living at least 50% of the AMI in northwest Florida, south Alabama, and southeast Georgia.
 - SSVF-SS is in addition to traditional SSVF and family may be reviewed if long-term financial assistance is needed.
- Emergency Solutions Grant (ESG): ESG offers housing and self-sufficiency services for the homeless in Northwest Florida.
- Family Support Team (FST): FST offers child abuse and neglect prevention and self-sufficiency services for families in Santa Rosa County, Florida.
- FL Healthcare Navigator Service: Navigator program offers a free service to consumers in Escambia, Santa Rosa, Okaloosa, and Walton counties. Our Navigators assist consumers obtain and apply for medical benefits that best suit the needs and finances of families. Navigators assist with guidance within the Affordable Care Act; Medicaid, Medicare, FL Marketplace.

What are the hours of operation?

Non-emergency services are provided at all office locations between the hours of 8:00 AM and 5:00 PM Monday through Thursday and 8:00 AM to 12:00 PM on Fridays. Home visiting and education programs strive to meet the individual family's needs. Emergency Service availability varies by Program and by location. Ask the 90Works employee working with you about the availability of emergency services.

Are services confidential?

90Works respects the privacy of every individual. We ask all customers to sign a release of information to share pertinent information with other organizations to refer them for additional services. The release of data is voluntary and valid for only one year. You may make specific requests about information sharing. We will not give your records to anyone without your written permission unless we receive a court order

Will staff respect my culture and language?

90Works values respect every individual's right and dignity without regard to race, religion, gender, sexual orientation, age, or cultural background. 90Works is contracted with Language Line® to provide interpretation services in over 150 languages.

90Works is committed to providing improved accessibility to all programs and services, including language assistance services, free of charge. If you require assistance, please contact Rocky Harrison, President of Operations, at rharrison@90works.org or by phone at 850-490-0875.

What is the standard of conduct for 90Works employees?

Our Code of Ethical Conduct affirms our commitment to legal and ethical conduct in our business practice, marketing efforts, and service delivery. Our Corporate Compliance Program ensures the integrity of our finance and business transactions. To see any of our conduct standards, please visit our website.

How do I pay for 90Works services?

90Works services are available to you at no cost. Based on the Customer's needs, services are offered, not their ability to pay. We encourage you to "pay it forward" for the services you received, as you are able, in the form of a financial or in-kind donation to 90Works or by helping a neighbor in need.

What are the qualifications of 90Works Employees?

We conduct extensive background screening of all our employees and volunteers. In addition to criminal background testing and periodic drug screens, our employees must provide a transcript of their education records. New employees attend an orientation, where high expectations for our standard quality are introduced. Our employees must complete at least 40-hours of additional training every year. All 90Works employees receive ongoing training on policies and procedures designed to ensure staff and customer safety, including a policy on non-violent practice.

What are my rights as a 90Works Customer?

As a 90Works customer, you have the right to:

- receive timely, competent, quality service per all standards outlined in this handbook.
- Expect privacy and respect during all interactions with 90Works.
- Know what services are available to help you, including accommodations for special needs.
- to be treated equally, professionally, and with respect, regardless of your gender, legal history, ability/disability, age, sexuality, race, ethnicity, housing status, or any other protected class.
- to be assessed for available services as a **Veteran** with your Department of Veterans Affairs (VA) issued photo identification (ID), whether you have your DD-214.
- to access or be directly referred to services you need for which you are eligible and that are available within your local community.
- to have your phone number and general location with a time you can be reached requested so you can receive a text message, phone call, or in person follow-up within a reasonable time, and to assist you with applying for a subsidized Universal Services Administration Lifeline phone plan, when needed.
- accept or refuse services, except when a court of law orders services and told of possible consequences of your choice.
- participate in decisions regarding services provided.
- have access to your records, as legally permissible.
- have protection from physical, sexual, psychological, and fiduciary abuse; neglect; harassment and physical punishment; and humiliating, threatening, or exploiting actions.

- let us know your concerns by talking to your service provider for informal resolution. You have the right to make a formal complaint to the supervisor. If you believe we have not addressed your concerns, you may appeal to the President of Operations or the 90Works Chief Executive Director.
- have access to legal entities for appropriate representation, self-help support, and advocacy support services.
- an investigation and resolution of alleged rights.
- requesting information from the records for child or adult abuse is identified or suspected.
- If you threaten to harm yourself or someone else, we will give data about that incident to the police.

What are my responsibilities as a 90Works' Customer?

While receiving services from 90Works, you have the following responsibilities:

- To provide accurate and complete information about the present and past health, development, and behaviors as requested by program staff
- To keep scheduled appointments. If you cannot keep a scheduled appointment, please give your service provider 24 hours' notice of cancellation.
- To respect the privacy of other customers that you meet during office visits or in group settings.
- To refrain from bringing alcohol, legal or illegal drugs, weapons, or tobacco onto 90Works' property. (Property includes all 90Works' offices and surroundings and employees' vehicles).
 - If found with any of these, the Customer will be asked to leave, and 90Works staff will notify law enforcement.
- To participate in intensive Case Management and help develop achievable goals to ensure positive outcome of housing first methodology.
- Participate with staff to increase maintainable housing, household income, access to transportation, healthcare, home safety, and identifying positive support systems.

What if I am not satisfied with services or how I was treated?

At any time, you may complete a customer satisfaction survey and it will be reviewed by the President of Operations. You may access the customer satisfaction survey by entering <https://90works.org/customer.html> Into your web browser.

You are encouraged to tell the 90Works employee you are working with about any concerns you have. If you are not satisfied, please speak to a Program Manager or the Vice President of Operations. If the program staff does not handle your matters to your satisfaction, you may contact the Customer Service Hotline at 855-90Works ext. Ten or you may file a written grievance by mailing your concerns to the President of Operations, Rocky Harrison, 115 Gregory Square, Pensacola, FL 32502.

A 90Works team member will follow up on all grievances within two business days with the Customer. The President of Operations will send the Customer a copy of the resolution within 30 days. Customers can file a grievance with outside funding sources and will be given funder information upon request. Customers have the right to bring and have an advocate or other assistance during the grievance process.

Tell us how we are doing

Mail to 90Works, 115 Gregory Square. Pensacola, FL
32502feedback@90works.org

We want to hear your comments and concerns. Please take a few minutes to complete a customer survey. You can also e-mail your comments to feedback@90works.org

What 90Works' Program(s) provided service to you or your family? _____

Overall, are you satisfied with the services you received: _____yes _____no (If no, please tell us how we can do better:

Has your family benefited from its relationship with 90Works:_____yes,_____no

Comments:

Help us catch our employees!

At 90Works, we believe in recognizing our outstanding employees when they go above and beyond the call of duty.

Caught in the ActOf
Serving

If you experienced or saw outstanding service, we want to hear from you to recognize our team member(s) who provided this exceptional service.

Employee's Name

Was caught in the act of serving by _____
Your Name (optional)

He/She went beyond the call of duty by: _____

90Works Customer Handbook

Your signature shows that you received a copy of the 90Works' Customer Handbook, and your rights and responsibilities were explained to you by a 90works staff.

Signature

Date

Signature

Date
