

WHAT WE DO

As a Center for Working Families, we offer resources to help you in the following areas:

- Find a career that will increase your income.
- Create a budget that will allow you to save for your future.
- Plan for college or training for yourself or your children.
- Gain and understanding of maintaining and increasing your credit score.
- Apply for benefits (TANF, SNAP, and Health Insurance) or refer you to other organizations that can help.

HOW WE WORK WITH YOU

We have 5 coaching areas

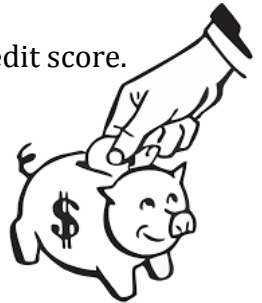
Education Coach

- Improve your reading, math, and language.
- Complete your High School Equivalency (formerly known as the GED).
- Enroll in vocational training.
- Apply for FAFSA.
- And more...



Financial Coach

- Repair and maintain your credit score.
- Start a plan to save money.
- Create a budget for yourself.
- Stretch your money.
- Open a bank account.
- Plan how to buy a car.
- And more...



Employment Coach

- Earn a certificate in a field that offers stable employment.
- Resources that can help with career progression.
- Build a professional resume.
- Mock interviewing.
- Find a job.
- Find a better career.
- And more...



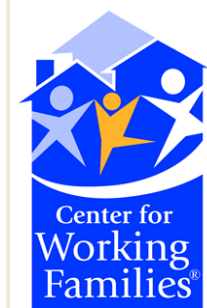
Income Supports Coach

- Apply for TANF, SNAP, or Health Insurance.
- Find affordable housing
- Apply for disability.
- Find food pantries
- Find shelters.
- Clothing assistance.
- And more...



Recovery Coach

- Assessment and referrals to treatment
- Relapse Prevention groups
- Women's support group.
- Restoring Recovery.
- Improve your mental "well-being."
- And more...



PACE, Inc.

Clients' Rights, Responsibilities and Grievance Procedures

Every effort will be made to respect individuals who participate in PACE programs and to protect clients' rights. As a client, you have a right to:

- Receive confidential service
- Review your record (except those protected law)
- Ask questions about any service procedures
- Request correction of information you believe to be wrong or add written material of your choosing
- Review a detailed copy of clients' rights
- End counseling/services at any time, unless court ordered
- Know that there are certain situations in which the staff of this organization are required by law to reveal information obtained during counseling without your permission:
 - If you threaten bodily harm or death to another person
 - If you reveal information about child abuse or neglect
 - If you reveal information about elder abuse or neglect
 - If you violate a court order
 - If your counseling is court-ordered, or if your worker or records are subpoenaed by court

You are encouraged to comment on our services and inform us of unmet needs of the community. In order to get the full benefit of the services in which you are involved, we expect that you will:

- Keep appointments
- Make weekly contact with your case manager
- Notify case manager of any changes in your situation (relocation, employment, etc.)
- Make an effort to involve yourself in counseling, group or other activities
- Communicate openly and honestly
- Complete agreements entered into with your case manager

Clients of PACE are expected to participate fully to the extent that they are able in the Transitional Services process. Clients will only be involuntarily discharged from service for the following reason:

- A pattern of failure to show up for appointments
- Assaultive or threatening behavior or language toward staff or staff's property, or towards other PACE participants
- If you are re-arrested
- If you violate probation or parole
- Treatment no longer warranted by circumstances

Grievance procedure

The staff of PACE will make every effort to help you be successful after being released from incarceration. If you are not satisfied with the services you receive, you should talk with your assigned case manager. Your case manager is expected to schedule an appointment for you within two weeks to resolve the issue. If the grievance cannot be resolved with your case manager, or is about your case manager, contact your case manager's supervisor (in writing): Rhiannon Edwards, PACE Executive Director, redwards@paceindy.org.