

Lifeworks

**CSG & PERSONAL SUPPORT
PROGRAM MANUAL**

Customized Support

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What Is Lifeworks

Lifeworks Services is a private, nonprofit organization serving more than 1,300 people with disabilities throughout Minnesota. Our Career Development and Social Enrichment services are available in the metro and Mankato areas and our Customized Support services are available statewide. Lifeworks was founded in 1965 by families of children with special needs.

Lifeworks Mission

The mission of Lifeworks is to serve the community and people with disabilities as they live and work together.

Lifeworks is passionately committed to fostering a greater understanding of people with disabilities so that they are heard, their interests are respected, and their contributions valued.

The People We Serve

The people Lifeworks serves in our Social Enrichment and Career Development programs have Developmental Disabilities and related disabilities such as cerebral palsy, epilepsy, and autism. In Customized Support we provide services to people with disabilities and the elderly.

Consumer Directed Services

Consumer Directed Services has its roots in self-determination, a national movement aimed at changing the service system for people with disabilities, which began in the mid '90s. Minnesota received a grant from the Robert Wood Johnson Foundation to demonstrate how self-determination might work.

The Self-Determination Project showed that, if individuals and their families were given control over the resources spent on their behalf, they would choose the support they really need for a more meaningful life, instead of fitting into a set program of services.

Consumer Directed Services has the same key principles as the Minnesota Self-Determination Project:

- | | |
|------------------|--|
| Freedom | The ability of individuals, with freely chosen family and friends, to plan and live a life with necessary support. |
| Support | The arranging of resources, both formal and informal, that will assist an individual to live a life he or she chooses. |
| Authority | The individuals control resources, both formal and informal, that will assist the individual to live a life he or she chooses. |

Responsibility Acceptance of the benefits and risks by an individual for choices made and accountability for spending money in ways that assure health and safety and that are life enhancing.

There are several consumer directed service options available. They are:

Consumer Support Grant (CSG)

A state-funded alternative to medical assistance home care programs, CSG is administered by the county. Eligible participants receive monthly cash grants. In some counties this grant goes directly to the participant, in other counties the grant goes to a fiscal intermediary, such as, Lifeworks.

Personal Supports

A waiver service that provides supervision and assistance to a person with a disability to increase independence, productivity, and inclusion in the community. Personal support is not a habilitative service and the person’s Individual Service Plan (ISP) must indicate how the habilitative need will be met.

PCA Choice

A Personal Care Assistance program option that gives individuals more control over their own care by allowing them to hire, supervise and train their PCAs. Lifeworks is a PCA Choice provider with the State of Minnesota.

Consumer Directed Community Supports (CDCS)

A waiver service option that gives people more flexibility and responsibility for directing their services and supports.

Consumer Directed Services Gives You Control Over Your Resources

You are given information on the funding that is available to you and can decide how you want to allocate those funds within the guidelines of the program you are on. You direct your supports. Because of this, we have chosen to refer to you as the **Support Manager** in this document.

Because you are not able to bill directly to the funding source, you must use a Fiscal Support Entity (FSE) or fiscal intermediary, such as Lifeworks. On the Consumer Support Grant, in counties where you are given the cash grant, you may need to use Lifeworks to employ the people you choose to provide your care.

Services Offered Through Lifeworks

Fiscal Support Entity (FSE) Or Fiscal Intermediary

Lifeworks is a Medical Assistance Enrolled Provider. As your FSE or fiscal intermediary, Lifeworks will reimburse you, pay vendors, bill your waiver, monitor your spending and send reports to you and the county.

Employer of Record

The support manager acts as the Managing Employer. Lifeworks manages the employment tasks and bills the state for services. The employment tasks include:

- Completing background and driving record checks.
- Verifying employment eligibility.
- Issuing paychecks.
- Withholding and filing employment taxes.
- Providing Workers' Compensation and liability insurance.

Fiscal Conduit

The support manager is the employer and uses Lifeworks for financial transactions only. The support manager is also the Employer of Record.

Support Planner

This service is available to assist the individual or his or her representative with writing, implementing, or monitoring the plan. It may also include assistance with day-to-day implementation of the services in the plan

Training

\$25 per person, per session, for Lifeworks training sessions, includes CPR and First Aid

Getting Started

Learning about Consumer Directed Services

Your county may recommend that you attend a training session on the waiver and Consumer Directed Services and meet with your case manager or service coordinator to go over the guidelines for these services. Your county can give you information on these training sessions.

Writing the Plans

You must then write a plan. When writing your plan, include the costs of the items you are requesting. It is helpful to include bids or catalog pictures with the price information. Don't forget to include tax and shipping costs

You may be required to write a Health and Safety Plan. This document is separate from the plan. If the individual is an adult and receives licensed services, you will

have assisted with completing a Risk Management Plan. The Risk Management Plan can be used instead of the Health and Safety Plan.

If you like, Lifeworks can complete a budget based on your proposed plan and include Lifeworks' fees to ensure that you are within your waiver allocation.

Getting the Plans Approved

After completing the plan, submit the plan to your county for approval. The county will review and approve your plan. You will be informed if items in your plan are denied or pended. Your case manager or service coordinator will inform you of your right to appeal decisions if you do not agree.

Lifeworks will create a budget and expense summary from the approved plan. The expense summary is used to monitor your spending. We will email (viewable through the lifeworks portal) or mail you a copy of your expense summary monthly. We are required by our county contracts to send a copy quarterly to the counties.

You, the county, and Lifeworks will all receive a Service Agreement from the department of human services. It is the Service Agreement that allows Lifeworks to bill your waiver/grant.

Making Purchases

Once you receive the Service Agreement from DHS, you can begin purchasing the items that were approved in your plan. The Fiscal Support Entity section of this manual explains options for reimbursement.

Staffing Hours

When you completed your plan, you estimated the hours of staffing you will use per week or month. This was the information that was used to develop your budget. If you consistently use more hours than the number budgeted, you may not have enough money to pay for staff at the end of your budget year. This means your staff will not be able to work or, in extreme cases, the county may decide you are no longer eligible for services. **If you authorize more hours of work than you have funding to pay for, Lifeworks reserves the right to recuperate the money from you.** If your staff works more than 40 hours per week, employees must be paid at the overtime rate of time-and-a-half. This will also affect your budget and the same consequences may apply. Overtime must be pre-approved. We are required to send a notice to you and the county when overtime is used and not approved. We are also required to send a notice to both you and the county when your spending is at 15% above budget or has unauthorized use of overtime.

Independent Contractors

Some of the individuals you hire may be considered independent contractors. Independent contractors must meet the definition and follow the guidelines set by the Internal Revenue Service. Generally, home remodelers, homemaker cleaning services, and therapists with training and education in a field such as music, art, behavior, or speech therapy can be considered independent contractors. You must consult with Lifeworks before making the determination that an individual will be classified as an independent contract rather than an employee.

Independent contractors must submit an invoice to Lifeworks for payment. All independent contractors are required to complete a W-9 and an Independent Contractor Agreement before we can release payment to them. You may access a copy of an independent contractor agreement through lifeworks website at www.lifeworks.org or request one be mailed to you. At the end of the tax year, Lifeworks will issue an IRS 1099 form to an independent contractor that earned more than \$600 in the tax year.

Co-Supervisor Responsibilities

As the support manager, you have agreed to take on the responsibility of knowing and following the legal obligations of a supervisor. You are responsible for the selection and supervision of the employee(s). As a co-supervisor you need to be aware of and follow the policies in Lifeworks' Employee Handbook.

You are responsible for

- Knowing and following the policies in Lifeworks' Employee Handbook, including but not limited to its Equal Employment Opportunity, Harassment and Discrimination Policy, and Lifeworks' Code of Ethics.
- Maintaining a working environment that is free of intimidation, coercion and unlawful discrimination and harassment. **You must respond to any hint of harassment that you witness or hear about from employees or clients by contacting Human Resources immediately. An investigation involving all concerned parties will begin. There are many laws to follow and certain procedures to follow when investigating reports of harassment or discrimination.**
- If an employee believes there is a problem, then it is the position of Lifeworks that there is a problem. Your own value judgments about the alleged behavior are irrelevant.
- Creating a workplace that employees strive to communicate openly, and have a sense of control and value the mission of Lifeworks.
- Providing employees with support and recognition.
- Training employees on all Lifeworks policies.

- Maintaining a safe workplace by ensuring infection control procedures are in place to minimize the transmission of communicable disease and prevent infection when possible.
- Modeling the high value of safety to employees.
- Ensure employees receive proper medical attention if injured on the job and fill out the first report of injury form in a timely manner.
- It is Lifeworks policy to create a work environment of equal opportunity in which all persons are treated without regard to race, color, creed, religion, sex, sexual orientation, age, national origin, marital status, status with regard to public assistance, membership or activity in a local commission, disability or any other protected class status.
- It is Lifeworks policy that all employees have a right to work in an environment free from unlawful discrimination and harassment.

Selection of Employees

You are responsible for selecting and hiring new employees.

Child Labor Laws

Employees must be at least 14 years of age to work in the CSG program, 16 years of age to work in the Personal Support program and 18 years of age to work in the Respite program. There are guidelines for employees who are between 14 and 18 years of age. You must consult with Lifeworks regarding the employment of individuals between the ages of 14 and 18 in order to determine appropriate job duties and working hours.

Interviewing

You will want to prepare some questions for the interview. All applicants for the same position must be asked the same questions. You will want to start the interview by giving the applicant information about the position, review the job description and the hours for the position. Some questions you may want to ask are:

- What is your experience with people with disabilities?
- Why are you interested in this position?
- What work experience do you have?
- What did you like or dislike about those jobs?
- Ask if they are able to perform the duties on the job description. Then ask if there are tasks that may make them uncomfortable.
- Do you prefer a job that is highly structured or one that is more flexible?
- Tell me about a mistake you made in a previous job and how you handled it?
- What hours and days are you available?
- Tell them they will need to pass a background study for the job and ask if that will be a problem.

You cannot ask certain questions at any time during the applicant search or interview process. These questions, if asked, violate the Minnesota Human Rights Act. The following are guidelines on what you can or cannot ask or do during an interview.

References

Lifeworks does not check references on the employees you choose to hire. Employees are asked to include references on the application for employment. If you want references checked, you may do so. Here are some guidelines for checking references:

- Tell the applicant that you will be checking references and ask if there is anyone they do not want you to contact.
- When you call the reference, ask to speak to someone that has direct knowledge of the applicant's performance. Some employers will only let you talk with Human Resources and will only give dates of employment.
- Assure confidentiality. Begin the conversation by saying something like, "*I am considering Sally Smith for employment and am calling to verify some information.*" Ask questions that verify basic information such as job title and responsibilities that he or she stated on their application. Check the length of time employed. Ask if they would rehire the individual.

Offering the Job

- Review the responsibilities of the job (traveling, working occasional evenings, use of personal vehicle, etc.).
- State the salary.
- State that the offer is contingent on the results of passing the State of Minnesota Background Study.
- Review hours of current job and remind the applicant that these may change.

New Employee Paperwork

New employees must complete the New Hire Packet and read the Employee Handbook that Lifeworks provides. Included in the packet is an application, I-9, W-4, background and driver's record check. Please go over the packets with each new employee.

When Lifeworks has received all the required forms and has completed the background study (as described below), the individual can begin working. **The individual cannot begin working until all the required forms are turned in and approval has been given to the support manager.** The pieces that are most often missed are copies of the documents listed on the back of the I-9 form. The HR department will send the new employee a hire letter and the coordinator will call the support manager to let them know when the employee is ready to work.

Background Study

For the CDCS, CSG, and Personal Supports programs, Lifeworks will request a background study from the Minnesota Bureau of Criminal Apprehension, the Minnesota Trial Court Public Access Remote system, and any other private entities which we may engage to perform criminal background checks. The BCA looks for criminal conviction records in Minnesota or whichever states the employee has resided in. The individual may not begin working until Lifeworks has received notification that the individual is qualified to provide support for individuals with disabilities. The check takes 72 hours or less to complete. Lifeworks will notify both you and the individual if he or she has a criminal history that disqualifies him or her according to the Minnesota Statutes Chapter 245C of the Human Services Background Studies division.

If your employee has a criminal history that disqualifies them from providing direct care services, Lifeworks will notify you and your employee. If they are a current employee and Lifeworks receives new disqualifying information about their background, their employment may be terminated immediately upon notification.

Driver's Record Check

Lifeworks employees are required to fill out the driver's record check if driving will be a part of their job. They are also required to carry insurance. Lifeworks runs the driver's check through our insurance provider, if they find something on the employees record they will make a recommendation as to whether the employee should be allowed to drive or not. We will notify you if the recommendation is that the employee should not drive.

When your employees are driving their own vehicles as part of their job they are required to have adequate insurance coverage. If the employee will be driving your vehicle, you will want to let your insurance provider know that a non-family member will be driving. Lifeworks does not carry automobile insurance for either you or your employees.

Training

You are responsible for all the training of the employee

- Review all Policies in the handbook and have the employee sign off on them
- Review job description and specifics on how to work with your family member

Timecard Procedure

Lifeworks employees receive a paycheck every other Friday. All time cards, whether they are faxed, mailed or submitted via Lifeworks online portal, are due in the administrative office by 8:00 pm on the Monday prior to the Friday pay date. This schedule, as well as time cards, are available on our website at

www.lifeworks.org . Late time cards/online portal submission will be processed the following pay period (two weeks). Lifeworks processes over 2000 time cards and cannot make exceptions for late time cards. You may contact the payroll processor at 651-365-3780 to confirm that the time card/online portal submission has been received.

Timecards can be submitted four different ways:

On-Line: www.lifeworks.org

By fax: 1-877-858-6957

By mail: Lifeworks Services
2965 Lone Oak Drive, Suite 160
Eagan, MN 55121

If you mail timecards, please mail by Friday before Monday payroll.

Drop off: A drop box is available after business hours.

Time cards must be signed by both you and the employee. You are responsible to send them to Lifeworks. Your signature verifies that the information on the timecard is correct; it is a federal crime to provide false information for billings for medical assistance payments.

Paychecks will be mailed directly to the employees every two weeks. Direct deposit is available. Direct deposit takes between two and three pay periods to go into effect.

On-going Supervision

Feedback

You are responsible to give ongoing feedback to employees in order for the employee to learn and develop skills necessary to be competent in the essential duties of the job for which you hired them.

Performance Reviews

It can be beneficial to periodically sit down with each employee to discuss his or her performance. If you would like assistance, contact your Lifeworks coordinator.

Some things you may want to discuss:

- What are his or her strengths? What does he or she do well?
- What are areas for improvement?
- How does he or she feel about the job?

- What training or additional responsibilities would you like to see him or her take on? What interests him or her?

If you would like assistance writing a performance review, contact your Lifeworks coordinator.

Employee Injuries

Under the Agency with Choice Program, Lifeworks provides Workers' Compensation for your employees. If an employee gets hurt on the job:

- You must complete a First Report of Injury Form with the employee. It is available on our website www.lifeworks.org. **See Attachment**
- Fax the completed form to the HR Generalist at Lifeworks, 651-454-3174.
- Call your Lifeworks coordinator to report the injury.
- If the employee needs medical treatment, he or she can go to one of Lifeworks approved clinics or his or her own clinic. If the employee goes to his or her own clinic, the employee should tell the clinic staff it is a Workers Compensation injury and call Lifeworks HR Generalist at 651-365-3709 or toll free at 1-866-454-2732.
- Employees injured on the job must report the injury the same day they were injured.

Ending the Employment Relationship

Your employees are employment at-will employees, as decided upon by the state of Minnesota. On the signed job description, it states that their hours are not guaranteed and could change at any time.

If you decide to end the employment relationship with the employee you must first call or submit a written explanation to Lifeworks explaining

- Why you believe termination of employment is necessary,
- Discuss the situation with Lifeworks, and receive Lifeworks' approval before taking any action.
- After you have obtained approval from Lifeworks to end the employment,
- You must notify the employee to inform him or her of the decision.
- If you need assistance or have questions regarding this process, call Lifeworks HR Generalist.

Fiscal Support Entity

Fiscal Support Entity (FSE) services are for reimbursement of goods and services within your approved plan. Lifeworks can reimburse only items that have been approved and that are within the costs identified in your plan. A receipt must be submitted.

If the item is not included in the plan or costs more than the approved amount, Lifeworks must have written approval from your case manager or service coordinator before it can be reimbursed.

Options for Reimbursement

- **Support Manager pays for item.**

You pay for the item with cash or a credit card and is reimbursed after sending in an expense report and attaching receipts. If the expense report is received by Monday, the check will be mailed on Friday of the same week. Lifeworks processes expense checks weekly. Most individuals submit expense reports monthly. You may access a copy of the reimbursement form through Lifeworks website at www.lifeworks.org or request one be mailed to you.

- **Employee submits expense sheet.**

You can give employees an expense sheet and ask them to attach receipts for purchases and mileage. You must sign the expense sheet before it is sent in. Or you could give cash to the employee, have them get receipts, and attach the receipts to your expense sheet for reimbursement. A canceled check is not a valid receipt.

- **Lifeworks purchases items.**

Lifeworks can purchase items on your behalf. When we have specific item information (i.e. website, product, etc) we can purchase items for you, have the company bill Lifeworks, and have the item shipped to you. You must give Lifeworks the ordering information. Items are reimbursed up to approved amount only.

Updating Your Plan

When you write your plan for the fiscal year, think about the person's needs for the entire year. Your county will give you information on the process for making changes to your plan. You will need to stay within your yearly allocation when making changes.

Addendums

There are several situations outlined below that may require an addendum:

- **You may want to purchase something that was not in the written plan.**

The addendum must include what you are requesting, how it will benefit the person, the costs and where you will be moving the money from, including fees. Attach bids or pictures of the item if possible. You will need to stay within your yearly allocation.

- **You may have information that was not available at the time that you wrote the plan.**

For example, you wanted to purchase a piece of equipment but were unable to research the item. You have now done the research and received a prescription from the doctor.

- **The service or item identified in the plan may no longer be available or is not helpful to the person.**

You may have put money in the plan for speech therapy and it is not available or is not helpful. You decide that you would like to use this money for adaptive equipment, instead. Submit information on the change that you want to make and why.

You Must Wait For Approval before Making The Purchase

The addendum must be sent to your case manager or service coordinator for approval. Once it is approved they will notify Lifeworks of the change. After it is approved you may make the purchase. Changes, such as, hiring different staff, switching hours between staff or other changes that do not result in a change to your budget or services do not require an addendum.

Renewing Your Plan

Each county has a process and timeline for annual renewal of your plan. It is important to follow these timelines to avoid disruption of services. Some counties will terminate services if your plan is not completed at the time required.

Other Services Lifeworks Offers

Communications Services

Lifeworks offers a range of supports in the area of communication. For information on any of the communication services listed below, contact Jennie Delisi, at 651-365-3740 or jdelisi@lifeworks.org.

- **Communication Dictionaries**

For individuals who do not use words to communicate, or who demonstrate behaviors that have a communicative message, Lifeworks can assist with developing a communication dictionary. The dictionary is a tool that helps the people around the individual consistently respond to his or her communicative message.

- **Boardmaker**

Lifeworks has staff who can provide training on the Boardmaker program or can assist with developing a symbol system.

- **Communication Device Library**

With funding from corporate foundations, Lifeworks developed a lending library with a variety of adaptive and augmentative communication devices. A list of devices is available on our website www.lifeworks.org. Devices are available for loan for \$10 per month.

School-To-Work Transition Services

Lifeworks helps students explore career options and get real-work experience in a variety of industries so they are ready for a job, or already hired, at graduation. Lifeworks helps them identify their skills, interests, and support needs through careful career planning. They learn work skills through job trials, tours of businesses, presentations, and counseling sessions.

Career Development

Most of the adults Lifeworks serves want a job in the community. They come to Lifeworks because of its relationships with major corporations and small businesses. In 2007, 667 individuals earned \$4 million for themselves, with the average hourly wage being \$8.17 per hour.

Lifeworks job coaches provide as much on-the-job support as the person and the employer needs. That support ranges from full-time supervision of a small work group to daily or monthly checks of an individual who is more self-sufficient.

Lifeworks offers training and consultation to the employer, helping coworkers welcome, support and supervise the workers with disabilities.

If you know of an employer that may want information on hiring people with disabilities have them contact Jean Grossman by phone at 651-365-3713, or by email at jgrossman@lifeworks.org .

Social Enrichment

For the people Lifeworks serves who are retired or unable to work, Lifeworks offers opportunities to learn, discover interests, build relationships, volunteer, and connect with their neighbors. We also provide art, music, and movement classes, exercise sessions, and a continuing education curriculum.

Planning

Several individuals at Lifeworks have extensive training and experience in facilitating person-centered planning. Some of the processes are: MAPS, PATH, Essential Lifestyle Planning, Personal Futures Planning and Career Planning. These individuals also tailor pieces of different processes to the person and their situation.

Person-centered planning can assist you with thinking about goals and dreams for the future and the steps to getting there.

More About Lifeworks Services, Inc.

Lifeworks Services was founded in 1965 by families of children with special needs. Rejecting the traditional way of caring for people with developmental disabilities, they wanted to educate their children and give them a place in the community.

In the 1970s, Lifeworks, then called the Developmental Learning Center, or DLC, started a home-visiting program for infants, the first in Minnesota.

In 1988, the public schools in Minnesota became responsible for direct service to children and Lifeworks, then known as Dakota, Inc., began to directly serve only adults. Never a sheltered workshop, Lifeworks assisted people with developmental disabilities to find jobs in community businesses and then train and support them on the job.

In 1996, Dakota was renamed Lifeworks Services and started providing school-to-work transition services to students in special education. Some of the young adults Lifeworks is supporting today first came to the DLC when they were infants and toddlers. Students use Lifeworks business contacts to explore career options and get real-work experience in a variety of industries while still in school so they are ready for a job, or already hired, at graduation.

In December of 2000, Lifeworks began providing fiscal support services through its Customized Support department. Lifeworks has contracts with many counties and provides services to over 1000 individuals.