

# *Lifeworks*

A nonprofit serving  
people with disabilities

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## **PROGRAM MANUAL FOR HOMEMAKER**

August 2018

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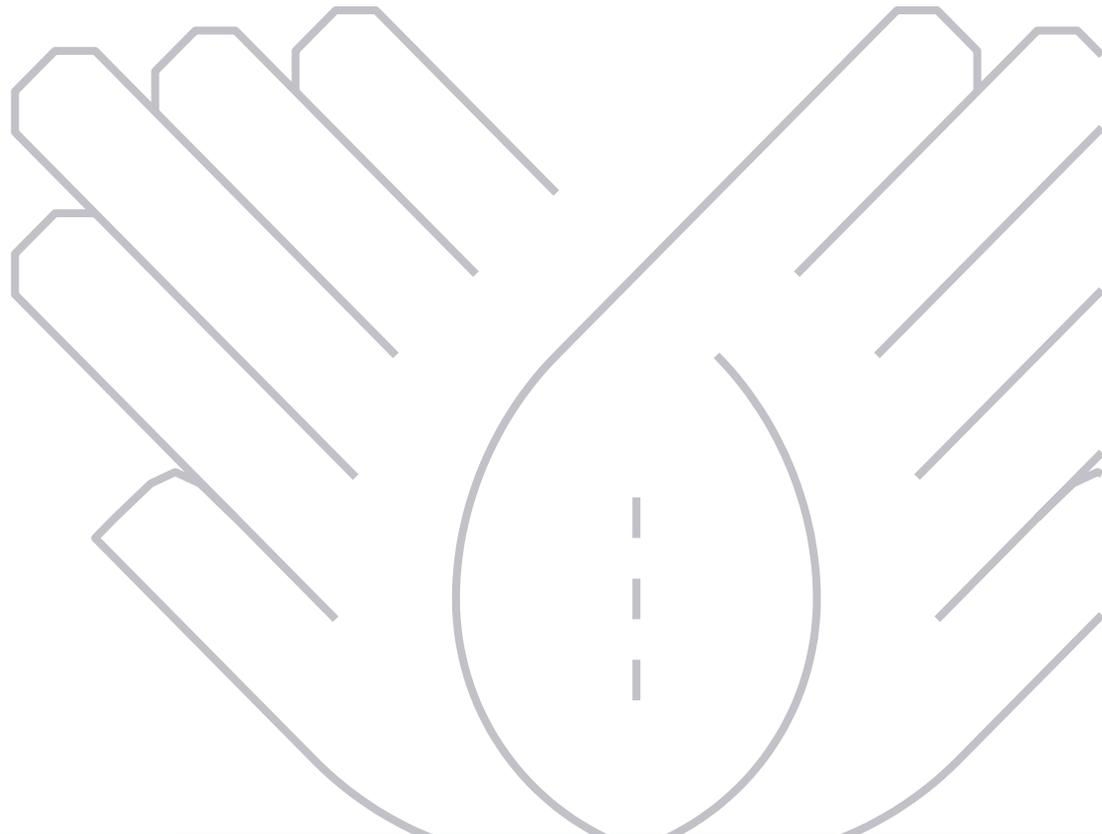
# PURPOSE

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The purpose of this manual is to clarify the roles and responsibilities for the Authorized Representative, legal representatives, and the people served by Lifeworks. Please see the Homemaker Service Contract and the Employee Handbook for additional information.

Lifeworks Services, Inc. reserves the right to add or change this manual at any time. This program manual is available on our website at [www.lifeworks.org](http://www.lifeworks.org). Any changes to this manual will be communicated via email or posted on our website.

A paper copy of this manual may be obtained by asking your Service Coordinator to provide one by mail.





## **ABOUT LIFEWORKS**

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Lifeworks is a Minnesota 501(c)(3) nonprofit organization founded in 1965 by parents of children with disabilities.

Through Fiscal Support, Employment, and Day Services, as well as through partnerships with nearly 300 businesses, Lifeworks provides support to 2,500 individuals with disabilities and their families throughout the Twin Cities and greater Minnesota.

## **LIFEWORKS MISSION**

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The Lifeworks mission is to serve our community and people with disabilities as we live and work together.

## **LIFEWORKS VISION**

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We envision a community where people with disabilities are more broadly valued, hired by employers, receiving support, and participating in ordinary activities.

## **LIFEWORKS VALUES**

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The Lifeworks values, listed below, are a guiding light behind our mission, the foundation of our culture, and a reflection of our philosophy.

- Integrity
- Respect
- Empowerment
- Collaboration
- Innovation
- Accountability

## **CONNECT WITH US**

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A Lifeworks Representative will be able to assist you when you call 651-454-2732 or toll free at 1-866-454-2732 between the hours of 8:00 a.m. and 4:30 p.m. Monday through Friday with the exception of holidays. Lifeworks' web site address is [www.lifeworks.org](http://www.lifeworks.org) and our main fax line is 651-454-2773.



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# HOMEMAKER SERVICES

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Homemaker services are available through the federally approved BI, CAC, CADI, EW, and DD waiver plans and must follow Minnesota Statute 245D Basic services compliance standards. This service can be delivered when the participant is unable to manage general cleaning and household activities, or when the primary caregiver who is regularly responsible for these activities is unable to manage them.

Lifeworks provides basic homemaker services which includes light household cleaning. These services must be authorized by the county. For homemaker services, independent contractors are not allowed. The person providing this service must be an employee of Lifeworks who has passed a fingerprinting background check.

## **CRITERIA FOR PROVIDING SERVICES:**

Lifeworks is committed to serve all people who would benefit from our services based on the following criteria:

- Resides within the designated geographic service area
- Meets eligibility requirements for waiver funding

## **TIME FRAME FOR STARTING SERVICES:**

At Lifeworks our goal is to provide support to the people we serve in a timely manner.

Lifeworks requires a service authorization from the county to begin services. An intake meeting is required and this will be arranged through a Lifeworks Service Coordinator. At this meeting the team will identify how services will best meet the needs of the person served and will complete the intake process.

## **Hiring Process:**

The Service Coordinator and Human Resources department will work together to facilitate the employee application paperwork and hiring process, including helping prospective employees obtain a fingerprint authorization to complete a background study.

# AUTHORIZED REPRESENTATIVE ROLE:

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The Authorized Representative agrees to take on the responsibility of knowing and following the legal obligations as defined in the signed Homemaker Services Contract with Lifeworks.

The Authorized Representative is responsible for providing the support necessary to assist the person served in the use of these services and for following the policies and procedures provided by Lifeworks.

## **Hiring Responsibilities**

### **EMPLOYEE SELECTION:**

The Authorized Representative will assist Lifeworks with recruiting and nominating candidates for Lifeworks to consider hiring. The Authorized Representative will interview and verify eligibility of prospective employees to work. To be eligible for hire the candidate must be 16 years of age or older, must not reside in the home of the person receiving the service, or must not share with the person served the areas to be cleaned.

### **INTERVIEWING ASSISTANCE:**

When interviewing, all applicants interviewing for the same position must be asked the same questions. Begin the interview with information about the position and review the job description and hours for the position. The prospective employees must be asked if they are able to perform the duties of the job description and notified that they will need to pass a background study to become employed.

### **Listed below are some of the questions we recommend asking:**

- Are you able to perform the duties on the job description?
- What tasks might make you uncomfortable?
- 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?
- Do you prefer a job that is highly structured or one that is flexible?
- Tell me about a mistake you made in a previous job and how you handled it?
- What hours and days are you available?

Some questions violate the Minnesota Human Rights Act and may not be asked. Contact the Human Resources department if additional questions are necessary to verify that they are legally permissible.

It is Lifeworks' policy to create a work environment in which all persons are treated equally 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.

## **REFERENCE CHECKS:**

Lifeworks does not check references on the employees nominated for hire. If the Authorized Representative chooses to check references of a prospective employee, the employee should be notified and the Authorized Representative should ask if there is anyone that should not be contacted.

When calling the approved reference, ask to speak to someone who has direct knowledge of the applicant's performance. Begin the conversation by saying, "I am considering [prospective employee's name] for employment and am calling to verify some information." Ask questions that verify basic information, such as:

- Job title
- Responsibilities as stated on the application
- Length of time employed
- Would they rehire the individual?

## **EMPLOYEE APPLICATION:**

An application is available for all new hires. The Authorized Representative should provide each new hire with directions, obtained from the Service Coordinator, Fiscal Administrative Specialists, or a Human Resources representative, to complete the online application process.

The Authorized Representative will assist Lifeworks by ensuring the employee has completed and signed the required paperwork to become an employee of Lifeworks. The Authorized Representative will also ensure they sign the I-9 form in addition to the employee.

New employees must fill out:

- Employment application
- I-9
- W-4
- Background study
- Acknowledgment form for the job description and employee handbook
- Direct Deposit form

In addition to the new hire paperwork, the employee must pass a background check prior to working. Lifeworks will notify the employee and the Authorized Representative if and when the employee is cleared to begin working.

## **STATE OF MINNESOTA BACKGROUND STUDY (NETSTUDY 2.0):**

All potential employees require a state of Minnesota background check to clear before becoming an employee of Lifeworks. This will require the applicant to be fingerprinted through the Minnesota Department of Human Services Net Study 2.0. Once Lifeworks submits the background study a new employee has fourteen (14) days to be fingerprinted. The employee is responsible for paying the fee for fingerprinting. If the fingerprinting is not done within fourteen days the study is void and has to be re-initiated by Lifeworks. (Please note that the background study process can take up to several weeks for The Department of Human Services to complete).

If an employee has a criminal history that disqualifies them from providing services, the employee will not be hired. If they are a current employee and Lifeworks receives new disqualifying information about their background, a new background check will be conducted. Their employment will be terminated and they will be notified by a Human Resources employee or Service Coordinator immediately upon notification from the state of Minnesota of a disqualifying event. Lifeworks follows Minnesota Statutes 245A-D regarding background studies. Receiving a background clearance notification from The Department of Human Services does not constitute a hire date. Lifeworks will contact the authorized representative with the date employees are cleared to work.

## **Management Responsibilities:**

The Authorized Representative will facilitate communication with employees and assist Lifeworks in explaining the following:

- The paycheck schedule (see [www.lifeworks.org](http://www.lifeworks.org) for the Lifeworks payroll calendar)
- The employment start date (provided by Lifeworks)
- Maintaining employee eligibility
- The work schedule

## **WORKING ENVIRONMENT FOR EMPLOYEES:**

The Authorized Representative will assist Lifeworks with ensuring the working environment is free of intimidation, coercion, and unlawful discrimination and harassment by following all Harassment and Discrimination Policies as defined in the Employee Handbook. The Authorized Representative and employees are encouraged to report any observed or reported harassment to the Human Resources department by calling 651-454-2732 or toll free at 1-866-454-2732. An investigation involving all concerned parties will begin following any report of discrimination or harassment.

The Authorized Representative will assist Lifeworks with ensuring a safe workplace for all employees. This includes following infection control and first report of injury procedures as well as providing a work environment where employees may communicate openly. If an employee believes there is a problem with how services are provided or with

compliance concerns they should notify Lifeworks.

## **SCHEDULING:**

The Authorized Representative is responsible for ensuring an employee **does not start working until Lifeworks has provided a start date** for the employee.

Human Resources will also send the employee a new hire letter which includes their hire date, wage, job description, and salary.

The Authorized Representative will develop a schedule for employees. The schedule is contingent on the level of supports and funding the person served is authorized to receive by the Minnesota Department of Human Services. The Service Coordinator will provide the Authorized Representative with the number of hours per week [or month] that have been approved for the person served to ensure the schedule matches the services authorized.

Lifeworks' definition of a work week, for payroll purposes, begins on Sunday at 12 a.m. and ends on Saturday at 11:59 p.m. The employee may not work more than 40 hours per week. **Overtime is not allowed. Employees may not work more than 40 hours between Sunday and Saturday.**

Employees cannot work while the person served is in the hospital, a care facility, or is incarcerated. Employees may not work more than 16 hours per 24 hour period, per the Department of Labor.

***Note: If employees work more hours than approved in the service authorization, Lifeworks reserves the right to recover the money from the legal guardian or Authorized Representative.***

Employees who work for more than one person served in the same work day at different locations can submit travel time from person served A to person served B as this time is considered work time. Please contact Lifework payroll department ([payroll@lifeworks.org](mailto:payroll@lifeworks.org)) for additional information on how to submit paid travel time.

Employees working with more than one person served, family, or service type are responsible for ensuring that they do not exceed 40 hours per week, combined.

## **TIME SUBMISSION:**

An employee's actual number of hours worked, including start and end time, must be entered through the online portal by the Authorized Representative. The Authorized Representative is responsible for verifying the portal accuracy before confirming and submitting to Lifeworks. It is a federal crime to provide false information for medical assistance billing.

## **The following information is required when entering work time online:**

- Pay period or weekly beginning and end dates should always start with a Sunday date and end with a Saturday date.
- Record daily time in 15 minute increments:
  - 15 minutes = 0.25
  - 30 minutes = 0.50
  - 45 minutes = 0.75

Lifeworks employees are paid every other Friday. If Friday is a bank holiday, the pay date will be the last previous business day prior to the holiday. All time submissions are due to the administrative office by 12:00 p.m. on the Monday prior to the Friday pay date.

The payroll schedule is available on our web site at [www.lifeworks.org](http://www.lifeworks.org). **Late time submissions will be processed the following pay period (two weeks).** The Authorized Representative may contact payroll by calling Lifeworks at 651-454-2732 or toll free at 1-866-454-2732 and asking to speak with payroll, or via the payroll help desk, [payroll@lifeworks.org](mailto:payroll@lifeworks.org), to confirm that the time submission has been received or to receive assistance with any payroll corrections.

### **PAYROLL:**

Direct deposit is available for all employees. It takes between two and three pay periods to go into effect for new hires and current employees who make any changes to their current direct deposit account information. Before direct deposit takes effect, paychecks will be mailed directly to employees. Direct deposit changes must be made by the employee, in writing, to our payroll department. Payroll checks are only valid for 90 days.

Payroll deductions for all employees are standard:

- Social Security
- Medicare
- State and federal withholding taxes.

Other deductions, such as retirement savings, may be made with employee authorization.

In the event that a wage attachment (garnishment) is issued against an employee's salary through the proper judicial process, Lifeworks will withhold such portion of his/her salary as the law requires.

In the event of an over payment, payroll will work with the employee, Authorized Representative, and Lifeworks Service Coordinator to rectify the issue and collect the overage as soon as possible either by payroll deduction(s) or specific agreed upon arrangements. All overpayments need to be collected prior to calendar year end.

If a replacement check is requested, please contact the payroll department. Lifeworks charges a \$25.00 fee for this service.

The IRS Form W-2 is mailed to employees by January 31 of each year. In the event an employee has lost their paper copy of Form W-2, they may request a duplicate copy in writing and must include a \$10.00 fee payable to Lifeworks.

### **FAMILY AND MEDICAL LEAVE ACT:**

The Family Medical Leave Act of 1993 requires certain employers to allow eligible employees to take unpaid, job-protected leaves for certain family and medical events. It is intended to assist employees in reaching a balance between family and work responsibilities with as little conflict as possible. Please contact Human Resources for eligibility, reasons, and uses.

### **JURY DUTY AND MILITARY LEAVE**

If an employee requests a leave due to jury duty or military leave, please contact Human Resources for eligibility, reason, and uses.

### **EMPLOYEE INJURIES:**

**Lifeworks provides Workers' Compensation for employees who are injured on the job. If an employee gets hurt on the job:**

- The Authorized Representative must complete a First Report of Injury Form with the employee. This form is located in the program manual as well as on our web site at [www.lifeworks.org](http://www.lifeworks.org)
- Fax the completed form to Lifeworks Human Resources at 651-365-3787
- Call Lifeworks Human Resources to report the injury at 651-454-2732.
- If the employee needs medical treatment, he or she can go to one of the Lifeworks approved clinics or his or her own clinic. If the employee goes to his or her own clinic, they should call Lifeworks Human Resources at 651-454-2732 or toll free at 1-866-454-2732.
- The employee should tell the clinic staff it is a Workers' Compensation injury
- Employees injured on the job must report the injury within 24 hours of the injury.

### **ENDING THE EMPLOYMENT RELATIONSHIP:**

Lifeworks employees are at-will, as decided upon by the state of Minnesota. If at any time an issue arises with an employee's performance, contact your Service Coordinator to communicate the issue, expectations, and consequences of their performance. Since Lifeworks is the employer, the Service Coordinator should be involved with any employee termination decisions.

## **Incident and Emergency Use of Manual Restraint (EUMR) reporting:**

The Authorized Representative will assist Lifeworks with ensuring employees report all significant incidents within 24 hours. The employee is required to complete the Incident and Emergency Report or the Emergency Use of Manual Restraint Incident Report, and to notify the Service Coordinator of the incident. Employees are trained upon hire, and annually, on the Reporting of Incidents and the Emergency Use of a Manual Restraint Policy and Procedures. Copies of the Policies or report forms are located in the program and employee manuals. Employees and Authorized Representatives may also access this information on our web site at [www.lifeworks.org](http://www.lifeworks.org)

### **Incident Reports can be submitted four different ways:**

**By Email:** your Service Coordinator's e-mail address

**By Fax:** 1-651-454-2773

**By Mail:** Lifeworks Services  
2965 Lone Oak Drive, Ste. 160  
Eagan, MN 55121

**Drop off:** A drop-off box is available after business hours

## **Administrative and Fiscal Responsibilities:**

### **CONFIDENTIALITY:**

The Authorized Representative must maintain strict confidence regarding employee information obtained through a background check, or any protected health information for the person served according to federal, state, and local requirements.

### **INFORMATION CHANGES:**

Lifeworks must be promptly notified in writing of any changes to names, addresses, email address, phone number, or other information related to the Authorized Representative or the employees.

### **CONTACTING LIFEWORKS:**

When contacting Lifeworks, all callers should be prepared to verify their identity and let the Lifeworks representative know the reason for the call for the most efficient handling of the question.

## **ACCESS TO PHONE:**

The Authorized Representative will ensure employees have access to a phone while providing services.

## **ANNUAL RENEWAL OF THE SERVICE PLAN:**

### **Revision to Services:**

All budget/service related revisions need to be approved by the case manager. It is important to first contact the case manager to discuss the need for a revision to services. The case manager will work with the Authorized Representative and Lifeworks to approve the requested changes when appropriate.

If the changes are approved, the case manager will authorize the revisions and notification will be sent to Lifeworks. Once Lifeworks has received a revised service authorization, the revisions will be implemented.

***Note: No revisions can be implemented until Lifeworks has received the new service authorization from the case manager.***

Changes such as hiring a new employee, switching hours between employees (within the same service), or other changes that do not result in a revision to the services or the budget do not need to go through an approval process.

## **RENEWING SERVICES:**

The Lifeworks Service Coordinator will send out annual renewal paperwork to the Authorized Representative at least 30 days in advance of the end of the budget year. The Authorized Representative must sign all required documents and return to Lifeworks prior to the end of the budget to ensure continuity of service.

***Note: A new service authorization is required each year.***

### **Authorized Service Hours:**

The types of services and the budget allocation are approved by the county of responsibility and the case manager. If the Authorized Representative consistently approves employees to work more hours than approved by the county there may not be enough money to pay for employees at the end of the person served budget year. This means the employees will not be able to work, or in extreme cases, the county may decide the person served is no longer eligible for services.

***Note: If employees work more hours than approved in the service authorization, Lifeworks reserves the right to recover the money from the legal guardian or Authorized Representative.***

Overtime of employees is not approved under these services. Employee wages are determined by Lifeworks at the time of the employees' hire date.

Lifeworks reserves the right to limit the number of employees per household.

A service authorization is only valid when a person's Medical Assistance (MA) is active. In the event MA becomes inactive, services will be suspended immediately until MA becomes active. Lifeworks will notify the Authorized Representative when services are suspended due to inactive MA. The Authorized Representative must notify Lifeworks when it has been reinstated.

### **INSURANCE AND BENEFITS:**

Lifeworks has the following insurance and benefits available. Please refer to the Employee Handbook for an explanation of coverage, eligibility criteria, and/or enrollment instructions. Employees may be eligible for the following benefits:

- Liability and Bonding
- Medical Insurance
- Thrift Retirement Plan
- Employee Assistance Program