



245D Basic Services Program Manual

DATE **March 2026**

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PURPOSE

The purpose of this manual is to clarify the roles and responsibilities for the Support Manager, legal representatives, and the people served by Lifeworks. Please see the 245D Basic 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. Any changes to this manual will be communicated via email or posted on our website.

In the event you would like a paper copy of this manual, please do not hesitate to ask your service coordinator to provide you one by mail.



ABOUT LIFEWORKS

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

Through In-Home and Community-Based Services, Resource Navigation, and Disability Inclusion Training and Consulting, Lifeworks provides support to more than 4,000 people annually.

LIFEWORKS MISSION

The Lifeworks mission is to be the partner of choice in advancing disability inclusion.

LIFEWORKS VISION

Lifeworks envisions a world where disability inclusion is the standard.

CONNECT WITH US

You may reach a Lifeworks Representative who will be able to direct your call by calling 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 lifeworks.org and our main fax line is 651-454-3174.

Support Contacts Email

Support with hiring or to check on the status of an applicant: gethired@lifeworks.org

Help or Support with Pavillio Application: CASupport@lifeworks.org

Payroll support: payroll@lifeworks.org

Questions about hours worked: EVVTimeSupport@lifeworks.org

Reimbursement support: reimbursements@lifeworks.org

245D training support: trainingforlifeworks@lifeworks.org

EQUITY STATEMENT

Lifeworks strives to be radically accessible, diverse, equitable, and inclusive. We appreciate the vibrancy of differences, center the voices of silenced and marginalized people, and champion universal rights.

We welcome change and work to reverse historic oppression. We promise to educate ourselves to end the dominant cultural practices of White supremacy, ableism, racism, sexism, homophobia, transphobia, xenophobia, anti-Indigenous practices, religious oppression, and all other obstacles to personal authenticity and achievement. We support our partners and members of our community who are marginalized to restore justice and dignity.

At Lifeworks, we expect accountability from all employees and our Board of Directors. We know that we cannot be truly person-centered unless we celebrate all identities- emphasizing authenticity over conformity.

At Lifeworks, we partner with complete human beings with intersectional identities, recognizing that disability exists in every race, religion, gender, culture, and class and that most of us will experience disability at some point in our lives. We recognize we have made mistakes and will continue to evolve with humility and openness, placing psychological safety, equity, and belonging over comfort. Lifeworks recognizes that in the best interests of our community, we must approach disability through the lens of diverse perspectives.

We call upon our diverse community to hold us accountable.

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245D BASIC SERVICES

Individualized Home Support Without Training

Individualized Home Support services are available through the federally approved BI, CAC, CADI, and DD waiver plans and must follow Minnesota Statute 245D Basic services compliance standards.

Individualized Home Support provides 1:1 or 1:2 as approved on the person’s Service Agreement to provide support in community living service categories for people who live in their own home or their family’s home. Individualized Home Supports can be provided in the person’s own home, family’s home or in the community, and either in person or remotely as approved on the person’s Service Agreement. Support is defined as a staff member providing a person with direct supervision, cueing, maintenance, guidance, instruction, assistance with activities of daily living or assistance with coordination of community living activities. Individualized Home Support is limited to a maximum of 16 hours per day. Services through this program must relate to supports identified in the person’s Support Plan created by the Case Manager.

Night Supervision

Night Supervision services are available through the federally approved BI, CAC, CADI, and

DD waiver plans and must follow Minnesota Statute 245D Basic services compliance standards. Night Supervision is a 1:1 service.

Night Supervision services are overnight assistance and supervision provided by a staff in a person's own home when the person needs assistance and supervision in at least one of the qualifying areas. Night Supervision is limited to a maximum of 12 hours per day.

Homemaker

Homemaker services are available through the federally approved AC Program and the 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 Client 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 and laundry when completed on sight. 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.

Respite

Respite 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.

Respite is a one-to-one service that provides short-term care due to the absence or need for relief of the primary caregiver. Respite may be provided in the person's home and the respite staff must remain awake while providing services.

In-home or out-of-home Respite settings must meet provider licensure qualifications.

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 state of Minnesota
- Meets eligibility requirements for waiver funding

Timeframe 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 Client, complete the Support

Plan Addendum (SPA) and Individual Abuse Prevention Plan (IAPP), and complete the intake process.

Hiring Process

The Service Coordinator, Human Resources, and the Lifeworks Training 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 and assigning 245D Basic Services training as required by 245D licensing standards. Employees may not begin working until Lifeworks has notified the employee and Support Manager via e-mail.

SUPPORT MANAGER ROLE

The Support Manager agrees to take on the responsibility of knowing and following the legal obligations as defined in the signed 245D Basic Services Contract with Lifeworks.

The Support Manager is responsible for providing the support necessary to assist the Client in the use of these services and for following the policies and procedures provided by Lifeworks.

Hiring Responsibilities

Employee Selection

The Support Manager will recruit and nominate candidates for Lifeworks to consider hiring. The Support Manager will interview and verify eligibility of prospective employees to work. For Individualized Home Supports without Training and Respite services, to be eligible for hire the candidate must be 16 years of age or older. For Night Supervision to be eligible for hire the candidate must be 18 years of age or older.

Homemaker staff 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 Client, 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, religion, sex, age, national origin, protected veteran status, disability status, sexual orientation, gender identity or expression, marital status, familial status; genetic information, or any other characteristic protected by law.

Reference Checks

Lifeworks does not check references on the employees nominated for hire. If the Support Manager chooses to check references of a prospective employee, the employee should be notified, and the Support Manager 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

Employees Responsible For Driving

Lifeworks employees are required to fill out the driver's certification form if driving will be a part of their job. They are also required to carry insurance. Lifeworks will submit the driver's check through our insurance provider. The insurance provider will make a recommendation as to whether the employee should be allowed to drive. In the event an employee 1) declines to complete the Lifeworks insurance verification or 2) fails the Lifeworks insurance verification, the employee will be excluded from driving the Client and as a result will be unable to access mileage reimbursement.

If it's determined that the employee is unable to drive due to discoveries on a driving verification, the Support Manager will be notified, and employee will be required to submit a driver's exclusion form before being cleared to work.

When 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 the Support Manager's, Legal Guardian's, or Client's vehicle, the owner will want to notify their insurance provider that a non-family member will be driving that vehicle. Lifeworks does not carry automobile insurance for either the Support Manager or employees.

Employee Application

An application is required for all new hires. A supplemental application is required for current Lifeworks employees who are working under another Lifeworks program. Each employee will be provided with directions and steps to complete the online application process from Lifeworks' GetHired team.

The Support Manager will assist Lifeworks by ensuring the employee has completed and signed the required paperwork to become an employee of Lifeworks.

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 Support Manager if/when the employee is cleared to begin working. Employees may not begin working prior to receiving this date from Lifeworks.

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. If the fingerprinting is not done within fourteen days, the study is void and must 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 direct care 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 Support Manager with the date employees are eligible to begin training and again when they are cleared to work.

MANAGEMENT RESPONSIBILITIES

The Support Manager will facilitate communication with employees and assist Lifeworks in explaining the following:

- The paycheck schedule (see www.lifeworks.org for the Lifeworks payroll calendar)
- The employment start date (provided by Lifeworks)
- Maintaining employee eligibility
- The training schedule
- The work schedule
- Performance feedback

Training

In accordance with 245D regulations, all 245D Basic employees are required to complete the mandated training for new hire orientation and ongoing annual training. This training is compulsory and must be completed within the timelines specified by Lifeworks.

Please note that homemaker employees are exempt from the new hire orientation and annual training requirements.

Failure to complete the required training within the specified timelines will result in the employee being suspended from working with Clients. If the training is not completed within the communicated timeframe, the employee will face termination of employment.

New Employee Orientation Process

Once cleared for employment by Human Resources, the employee will receive training information from the Lifeworks Training Department. This will include an introduction to our online learning management system, an outline of the assigned courses, and Log in information for STAR Services. The new employee will complete the training online using their own device or a public computer. **The employee cannot start working until all training is fully completed**

New employee orientation takes approximately eleven to sixteen hours to complete. These hours will be submitted for approval by the Support Manager and reflected in the employee's payroll submission. Upon completion of the training, the Support Manager will conduct a competency review with the employee regarding the Client's Support Plan Addendum (SPA) and Individual Abuse Prevention Plan (IAPP) before the employee begins working.

Orientation training will fulfill the annual training requirement for the year. However, to align with the annual training schedule, a new employee may need to complete both orientation and annual training within the same calendar year. Training notices will be sent to the Support Manager and the employee to ensure all parties are aware of the requirements whenever training is assigned.

Annual Training Process

One month prior to training being assigned, Support Managers and employees will receive a communication to prepare for the upcoming training. Training is assigned throughout the year based on the Client's last name using a ten-month rotation. Trainings do not take place in December. This rotation will continue annually, with the employee's training window moving up by two months each year.

Annual training notifications will be communicated multiple times. The first notification will be sent to the Support Manager and the employee in the month prior to the training start date, allowing time to schedule the training into the employee's work week. Overtime is not permitted, even for completing annual training. Training and direct service hours must not exceed forty hours per week per employee, regardless of the number of programs the employee works for within Lifeworks. The second notification will be sent directly to each employee on the first day of the month in which the assigned training is due. This notification will inform employees that the required trainings have been assigned in the online learning management system and that they have until the last day of the month to complete all required training. Additional reminder communications will be sent throughout the month until the training is completed.

Annual training consists of approximately seven to twelve hours of curriculum. Training hours should be reflected on each employee's time submission. Employees are expected to complete all annual training assignments within the month they are assigned. If the training is not completed within the designated month, the employee will be suspended after a short grace period. Continued failure to complete the required training may result in termination. The Support Manager will need to collaborate with the Service Coordinator to create a plan for the employee to complete the training before they can resume working with the Client. Failure to complete the annual training could impact employment, up to and including termination.

After each annual support team meeting, employees are expected to train on the Client's new and updated Support Plan Addendum (SPA) and Individual Abuse Prevention Plan (IAPP). Lifeworks will distribute the final versions of the SPA and IAPP to the Support Manager following the annual support team meeting. The Support Manager should make these documents available to employees immediately and ensure they are accessible at all times

throughout the service year. Each employee must review and complete the online learning management course associated with the Client's SPA and IAPP.

Lifeworks can verify the amount of time an employee spends on learning within the online learning management system. To ensure accurate and responsible use of public funds and to minimize the risk of fraud and abuse, Lifeworks will randomly audit training time entries against the actual time spent on training in the learning management system.

Performance Reviews

The Support Manager is responsible for providing feedback for the annual performance review for each current employee. The Service Coordinator will follow up with each employee as needed for performance concerns or feedback. If an issue arises with an employee's performance, the Support Manager should contact the Service Coordinator to work on a resolution together.

Working Environment For Employees

The Support Manager 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 by Lifeworks. The Support Manager 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 Support Manager 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.

The Support Manager should not ask or direct an employee to perform duties outside of the responsibilities outlined in the Client's Support Plan Addendum (SPA) and Individual Abuse Prevention Plan (IAPP).

Scheduling

The Support Manager is responsible for ensuring an employee **does NOT start working until Lifeworks has provided a start date** for the employee.

The Training Department will send each newly hired employee an email with instructions for how to begin new employee orientation and information on how to log onto the online learning management system. Human Resources will also send the employee a new hire letter which

includes their hire date, wage, job description, and salary.

Homemaker employees are not required to complete the online orientation.

Once the employee receives the new hire letter, they may begin the required 245D orientation training. In addition to the online orientation, the Support Manager should give the employee the SPA and IAPP to read prior to the competency review, which will be completed with the Support Manager. A new employee must complete all steps of their orientation prior to working directly with the Client. Once the employee is finished with their orientation, the Service Coordinator will inform both the employee and the Support Manager that the employee is ready to work. This will be the employee's official "start date".

The Support Manager will develop a schedule for employees and provide the Service Coordinator with this information upon request. The schedule is contingent on the level of supports and funding the Client is authorized for by the Minnesota Department of Human Services. The Service Coordinator will provide the Support Manager with the number of hours per week [or month] that have been approved for the Client to ensure the schedule matches the services authorized.

The Support Manager will monitor the hours worked by all employees to ensure the health and safety of the Client. 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. This includes hours worked directly with the Client and hours worked to complete required training and across all programs that the client receives.**

Employees cannot work while the Client is in the hospital, a care facility, or incarcerated. *If the Client is on a DD, CAC, BI, or CADI waiver and utilizes IHS or Night Supervision, the employee may be eligible to work while the Client is in the hospital. It is the representative's responsibility to check with the Client's Case Manager to verify this is approved in the Client's plan.

Employees cannot work overnight hours unless the Client has been assessed and approved for overnight supervision in their annual assessment and Support Plan.

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 Support Manager.

Employees who work and live in the same home as the Client must have a defined work schedule designating work times and duty-free times. Written agreements of defined work schedules are required by Lifeworks.

Employees who work for more than one Client in the same workday at different locations can submit travel time from Client A to Client B as this time is considered work time. Please contact Lifework payroll department at payroll@lifeworks.org for additional information on how to submit paid travel time.

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

Employees that are 16 and 17 years of age may not work before 5:00 am or after 11:00 pm. They may not exceed 8 hours in a single work day or more than 40 hours in a work week from Sunday through Saturday per Department of Labor Laws.

Work Breaks

Effective January 1, 2026, Minnesota law requires that all non-exempt employees be provided with the following breaks during each shift:

- Employees working four consecutive hours must receive a paid rest break of at least 15 minutes, or longer if necessary, to use the nearest convenient restroom. This break must occur within the four-hour period.
- Employees working six or more consecutive hours are entitled to an unpaid meal break of at least 30 minutes, during which they must be fully relieved of all job duties.

Employees may voluntarily waive rest and meal breaks; however, employers must clearly offer this option and document any waivers. Failure to provide required breaks may result in the employee recovering the break time at their regular pay rate plus an equal amount in liquidated damages.

Time Submission

Employees should clock in and out live in the designated EVV compliant timekeeping system. The Support Manager is responsible for verifying the accuracy of the employee's time entry before approving and submitting to Lifeworks. It is a federal crime to provide false information for medical assistance billing.

Included in the 21st Century Cures Act, EVV is a federal requirement being implemented by the state of Minnesota. EVV uses GPS to record the employee's location only at the moment of clock in and clock out times. For more information, visit the Minnesota Department of Human Services and [Medicaid.gov](http://www.mn.gov)'s EVV webpages: <http://bit.ly/3oQZBjy> and <http://bit.ly/39zpk95>.

All employees must clock in and out of visits in real time - that is, at the actual time they begin and end their services. Disregarding or failing to comply with recording your clock in and clock out times will result in disciplinary action, up to and including, possible termination of the employee's employment. The Support Manager is responsible for verifying the accuracy of the

employee's time entry before approving and submitting to Lifeworks. It is a federal crime to provide false information for Medical Assistance billing.

If an employee qualifies for an exemption from real-time EVV, they'll only need to enter data once per day rather than clocking in/out for each visit.

Each employee will receive their own username and password to enter their **OWN** time entries. The time entries will be electronically sent to the Support Manager. The Support Manager will receive their own username and password to approve the time entries. Once approved, the time entries are sent to our Payroll Department for payment.

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 by the date/time listed on the Payroll Calendar.

The payroll schedule is available on our web site at www.lifeworks.org. **Late time submissions/approvals will be processed the following pay period (two weeks)**. The Support Manager 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, at payroll@lifeworks.org.

To confirm that the time submission has been received or to receive assistance with any payroll corrections contact our technical team at EVVTimeSupport@lifeworks.org or by calling 651-454-2732 and asking for Timekeeping Support.

Payroll

Lifeworks provides direct deposit which ensures proper payment of wages on pay day. Direct deposit information can be updated in Paylocity. Alternatively, employees may opt to use a Money Network pay card provided by Lifeworks.

Payroll deductions for all employees are standard:

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

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

If an employee who participates in Lifeworks health insurance benefits does not work within the two week pay schedule, Lifeworks reserves the right to deduct the missed premium(s) from all future checks until paid in full.

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 their salary as the law requires.

In the event of an over payment, payroll will work with the employee, Support Manager, 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 made available to employees by January 31 of each year via the self-portal in Paylocity. In the event an employee cannot get the copy from Paylocity for some reason they may request a duplicate copy in writing and must include a \$10.00 fee payable to Lifeworks. We will then mail the duplicate copy.

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.

MN Paid Family Medical Leave

Starting January 1, 2026, eligible employees can receive up to 12 weeks of paid medical leave and 12 weeks of paid family leave (20 weeks max per year) for qualifying reasons such as serious health conditions, bonding with a new child, caring for a family member, or addressing safety and military needs. Coverage applies broadly, including full-time, part-time, seasonal, and temporary employees who work at least 50% of their time in Minnesota. Benefits are funded by a 0.88% payroll premium split equally between employer and employee. Visit the official Minnesota Paid Leave website at pl.mn.gov, or contact HR with any questions.

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 Support Manager must complete a First Report of Injury Form with the employee. This form is available on our web site at 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, they can go to one of the Lifeworks approved clinics or their own clinic. If the employee goes to their 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

Lifeworks does not permit the use of Emergency Use of Manual Restraints (EUMRs) as part of our policy. Employees will receive annual training, which emphasizes that EUMRs are not allowed. Additionally, all significant incidents must be reported within 24 hours. The Support Manager will assist Lifeworks in ensuring that employees report these incidents promptly. Employees are required to complete the Incident and Emergency Report and notify the Service Coordinator of the incident. Training is provided upon hire and annually thereafter. Employees and Support Managers can also access this information on our website at www.lifeworks.org.

Incident Reports can be submitted four different ways:

By Email: Service Coordinator's e-mail address

By Fax: 1-651-454-2773

By Mail: Lifeworks Services

6636 Cedar Ave S, Suite 250
Richfield, MN 55423

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

ADMINISTRATIVE AND FISCAL RESPONSIBILITIES

Confidentiality

The Support Manager must maintain strict confidentiality regarding employee information obtained through a background check, or any protected health information for the Client according to federal, state, and local requirements.

Employee Confidentiality Statement

In connection with my employment, I will receive information that is confidential, including personal information and personal health information about the Participant. I will protect the confidentiality of this information, both during the time of my employment and afterwards, and not disclose it to anyone except with the express written permission of Lifeworks.

Information Changes

Employees must enter any changes to names, addresses, email addresses, phone numbers, or other information related to the employees directly into Paylocity. Support Managers can contact their Service Coordinator or cashesupport@lifeworks.org to update information.

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 Support Manager will ensure employees have access to a phone while providing services.

ANNUAL RENEWAL OF THE SUPPORT PLAN/SUPPORT PLAN ADDENDUM

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 Support Manager and Lifeworks to approve the requested changes when appropriate.

If the changes are approved, the Case Manager will authorize the revisions and a notification will be sent to Lifeworks. Once Lifeworks has received a revised service authorization, the revisions will be implemented. Revisions to the SP and SPA may also have to be completed at the time of the authorized revision requiring an updated plan and signatures by the team.

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, but the Lifeworks Service Coordinator should be notified when changes outside of the approved schedule occur.

Renewing Services

The Support Manager will work with the Lifeworks Service Coordinator to ensure they are informed of the annual renewal meeting at least 30 days in advance of scheduling the meeting. The Support Manager will participate in the annual meeting and the development of the SP and SPA to ensure services are adequate, and to sign all required documents.

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 Support Manager 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 Client's budget year. This means the employees will not be able to work, or in extreme cases, the county may decide the Client is no longer eligible for services.

If employees work more hours than approved in the service authorization, Lifeworks reserves the right to recover the money from the Legan Guardian, Representative Payee or Support

Manager.

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 Client'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 Support Manager when services are suspended due to inactive MA. The Support Manager must notify Lifeworks when it has been reinstated.

Transportation Reimbursement

For those who qualify, Lifeworks offers limited transportation reimbursement for employees. The per mile reimbursement rate will align with the IRS suggested guidelines and is subject to change. This is not a separately authorized service by the county.

Because MA offers transportation for medical appointments, and because there can be no duplication of services, Lifeworks will not reimburse for mileage to and from medical appointments. Additionally, mileage will not be reimbursed for services conducted outside the state of Minnesota. Clients must also be in the vehicle during the duration that mileage is being claimed.

To claim mileage benefits the Support Manager will have an employee complete the Mileage Reimbursement Request form and submit to Lifeworks. The form may be accessed through the Lifeworks web site at www.lifeworks.org. Mileage expenses can only be reimbursed for 90 days past the date of travel.

Insurance and Benefits

Lifeworks has the following insurance and benefits available. Please refer to the Benefits Guide 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

ADDENDUM A- 245D & PCA WORKER TIMEKEEPING POLICY

Purpose

The purpose of this policy is to establish consistent requirements for documenting, verifying, and recording time for services provided under:

- PCA Choice Services (PCA)
- 245D Basic Support Services (including Individualized Home Supports without Training, Respite, Homemaker and Night Supervision).

This policy ensures compliance with:

- Minnesota Department of Human Services (DHS) program rules,
- Minnesota and federal Electronic Visit Verification (EVV) requirements, and
- Applicable state and federal rules and regulations.

Policy

All employees must submit worked time entries accurately and reflect services actually delivered. All worked time entries must comply with DHS program rules, Electronic Visit Verification (EVV) requirements, and applicable state and federal regulations. Fraud, waste, abuse, and misrepresentation of worked time is prohibited.

All work time entries must be recorded in real time, that is at the actual time the worker started and ended their shift. Employees are required to clock in at the start of each shift and clock out at the end of each shift to comply with EVV requirements.

For live-in caregivers, who want to qualify for the Minnesota Department of Human Services EVV live-in caregiver exemption.

- Must complete the required attestation process.
- Until the attestation is verified, live-in caregivers must continue to clock in and out in real time.
- Once the live-in caregiver status is verified, live-in caregivers are required to record all work entries into the EVV system on a daily basis.

Failure to follow worked time entry requirements may result in retraining or could lead to disciplinary or other corrective actions.

Lifeworks Roles and Responsibilities

Lifeworks is responsible for providing the systems and processes required for time entry and EVV in accordance with DHS requirements, including processing timesheets and EVV records

for payroll and claims submission. This involves reviewing time entries for compliance with program rules and EVV validation, as well as notifying participants, employees, or live-in caregivers of any incomplete, or noncompliant entries. Lifeworks maintains all time entry and EVV records as required by DHS and applicable retention laws and offers training and technical assistance to support accurate and timely use of these systems. Lifeworks does not authorize services or verify service delivery beyond the compliant documentation submitted.

Support Manager Responsibilities

As the Support Manager, you are responsible for overseeing and approving time entries worked for employees providing services under PCA Choice and/or 245D Basic Services. This oversight is essential to ensure compliance and integrity with DHS program rules, EVV requirements, and applicable labor laws.

The Support Manager's responsibilities include, but are not limited to, the following:

1. Verification of Services Provided

- Ensure that services are delivered as authorized in the DHS-approved service plan including location.
- Approved service locations include, but are not limited to:
 - The person's home
 - The home of a family member or friend
 - Locations where community activities take place
- Confirm that the dates, times, and service types entered accurately reflect services actually received.

2. Review and Approval of Time Entries

- Review all employee time entries and EVV records before approval.
- Approve time entries only after confirming their accuracy and completeness.
- Submit approvals by established payroll cycle to avoid payroll or billing delays.

- Sharing EVV login credentials or permitting another individual to approve time on your behalf is strictly prohibited and may constitute fraud. Violations may result in termination of your ability to continue to be the support manager with program oversight and termination of services. Please reference Lifeworks Fraud, Waste and Abuse Policy for further details.

3. EVV Oversight

- Ensure employees comply with EVV real time clock-in and real time clock-out requirements.
- Ensure employees that are live-in caregivers comply with EVV daily clock-in and clock-out time entry requirements.

4. Compliance

- Comply with all time entry and EVV requirements
- Comply with requirements for submitting, correcting, and approving time entries.

5. Prevention of Fraud, Waste, and Abuse

- Prohibit approval of time entries for services not provided, overlapping shifts, or unauthorized services.
- Monitor for patterns that may indicate inaccurate or improper time reporting.
- Report suspected errors, misuse, and fraud to Lifeworks promptly.

6. Employee Training and Communication

- Ensure employees understand time entry and EVV requirements.
- Communicate expectations for timely and accurate time submission.

7. Record Accuracy and Cooperation with Reviews

- Maintain accurate records related to service delivery and time approval as required.
- Cooperate with Lifeworks and DHS reviews, audits, or monitoring activities.
- Respond promptly to requests for clarification or documentation related to time entries.

Employee Responsibilities

1. General Responsibilities: All employees are responsible for accurately documenting time worked and services delivered in accordance with:

- Minnesota DHS program requirements
- Federal and state EVV regulations
- The participant's authorized service plan
- Lifeworks policies

Employees must understand that time entry documentation is a **legal record** used for billing, audit review, and program integrity.

2. Accurate and Timely Time Entry: Employees must:

- Record **actual start and end times** worked for each service shift in real time
- Use the **approved EVV system**

Falsification, estimation, rounding, and "pre-entering" time are strictly prohibited.

3. EVV System Use: Employees providing EVV-required services must:

- Clock in and clock out **at the service location** using the Lifeworks-approved EVV method
- Follow Time Entry Policies for system errors, or technology issues
- Never share EVV login credentials or allow another individual to record time on their behalf. Sharing EVV login credentials or permitting another individual to record time on your behalf is strictly prohibited and may constitute fraud. Violations may result in the termination of employment

4. Corrections and Changes: If a time entry error occurs:

- The employee must notify their support manager immediately
- Corrections must be documented with an explanation and follow Lifeworks correction procedures
- Employees may not alter, delete, or modify time records without proper authorization
- All corrections must maintain a clear audit trail

5. Compliance and Ethical Conduct: Employees are responsible for:

- Complying with all DHS and federal EVV requirements
- Reporting suspected errors, misuse, and fraudulent documentation
- Cooperating with audits, reviews, and investigations related to time entry or EVV compliance
- Notify Lifeworks if a participant or Support Manager refuses to verify time or identifies a discrepancy
- Employees may not pressure or influence participants or Support Manager to approve inaccurate time entries

Failure to follow time entry and EVV requirements may result in corrective action, up to and including termination, or referral to DHS.

If EVV technology fails

If the EVV system is unavailable, or malfunctioning employees must contact CASupport@lifeworks.org immediately and provide:

- a detailed description of the error
- screen shots or images
- date/time error occurred

**This policy is subject to change to remain compliant with Minnesota DHS Program rules and Federal/EVV requirements. **

Resources

- DHS Community-Based Services Manual – EVV Policy: https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=mndhs-061562#
- DHS Community-Based Services Manual - Live-in caregiver EVV Policy: https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=mndhs-063378#
- Lifeworks Payroll Calendar – search “Payroll”: <https://www.lifeworks.org/resources/>
- Lifeworks Contact List:
 - Questions related to hours worked: contact EVVTimeSupport@lifeworks.org
 - Questions related to using the Cashé apps: contact CASupport@lifeworks.org

- Questions regarding paychecks: contact Payroll@lifeworks.org
- Questions regarding live-in caregiver attestation or other hiring questions: contact GetHired@lifeworks.org
- Any other questions, please contact your Service Coordinator

Definitions

Time Entry

The documentation of actual hours worked, and services provided, including start and end times.

EVV (Electronic Visit Verification)

An electronic system that verifies in-home service delivery by capturing required data elements, including participant, caregiver, service type, date, time, and location.

PCA Choice Services

Consumer-directed personal care assistance services delivered under where the participant or Responsible Party directs care.

245D Basic Support Services

Services licensed under Minnesota Statutes Chapter 245D that provide assistance and supervision to ensure health, safety, and well-being.

Support Manager (SM)

An individual aged 18 or older authorized to act on behalf of a participant who is unable to self-direct PCA Choice services or 245D Basic Services.