

PRODUCTIVE ALTERNATIVES INC.
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EMPLOYER - PAID INFORMATIONAL GUIDE
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Alexandria

(320) 763-4101

Brainerd

(218) 825-8148

Fergus Falls Voice and TTY

(218) 998-5630

Little Falls

(320) 632-9291

Moorhead

(218) 291-5866

*All branches except Fergus Falls

TTY: contact MN Relay Service

@ 711 or (800) 627-3529

Alexandria: 302 South Kenwood
Box 685
Alexandria, MN 56308

Brainerd/Baxter: 213 NW 4th Street
Brainerd, MN 56401

Fergus Falls: 1205 North Tower Road
Fergus Falls, MN 56537

Little Falls: 1107 8th Street NW
Little Falls, MN 56345

Moorhead: 715 N 11th St Suite 201
Moorhead, MN 56560

These policies are available in large print, naturalreader.com, and other formats upon request.

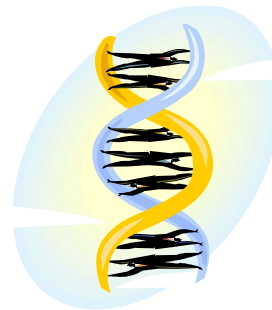
Approved by:
The Board of Directors June 2004
Effective 7-1-04, Reviewed 8-06, Revised 5-07, Revised 6-08, Revised 10-09

The MISSION of Productive Alternatives, Inc.

Productive Alternatives, Inc. provides person-focused service options, which promote quality of life, foster personal growth and enhance career opportunities.

The VISION of Productive Alternatives, Inc.

- All of us working together to challenge our ability to be innovative and promote change within our Agency. We will do this by building from our strengths, providing quality, diverse, cost-effective services.
- We will continue to enhance our ability to provide the best possible working atmosphere for those we serve and the staff.
- We have a team oriented management philosophy that promotes the value of every person's input.



The VALUES of Productive Alternatives, Inc.

Our Values are the guidelines that define our Mission Statement, the Agency's Vision and provide specific direction for how we operate.

- Identify, develop and implement programs that address persons served and their family needs. If current programming does not meet those needs, we will attempt, in a prudent and planned manner, to develop programming to address those needs.
- We will maintain a quality level of program operation that exceeds the recognized industry standards of quality assurance.
- We will maintain high moral and ethical program-standards, maintain a sound Agency fiscal position and recognize the value of our staff.

INTRODUCTION



Productive Alternatives Inc. (PAI) is a nonprofit corporation*. We provide many vocational, or job-related human services. These services have been set-up to help each person-served build on their **own** strengths and

abilities as much as possible and improve their lives at work and in the community. There is a group of people who work together to oversee what our agency does, and helps us to be successful. They are called our Board of Directors, and they help make the decisions that run this agency.

Here are some of our services at PAI: **Employment Planning Services; Job Development Services; Center-Based Employment; Supported Employment; Day Training and Habilitation Services.** It is our goal to create the best services for all persons-served at PAI, based upon each person's strengths and needs.

If you would like specific information about the services offered at PAI:

- Read the brochure called: "Extended Employment Program Options", and/or
- Talk to your case manager, who can tell you about the different services and answer any questions you may have.

Productive Alternatives offers Extended Employment Services. These services allow you to work for Productive Alternatives or to work in the community.

These services are broad and special to each person-served. These services:

- Are not limited by time (a "set" amount of time when the services must be used).
- Can be affected by differences in culture. Each community has its own culture within its job market, which makes up the customs/habits of a local job market, and the day-to-day practices of businesses within a job market.

For more information about these programs, please read "A Plan To Help You". (This is found in the last section of the book.)

(*Nonprofit means that our agency is not set-up for the purpose of making money. PAI provides its services for the purpose of helping people. Corporation means that a group of people own and/or run PAI, instead of just one person.)

RIGHTS AND RESPONSIBILITIES



What is a right?

A **Right** is something that you are entitled to (you do not have to earn it) and it is not time-limited (there is no "set" amount of when it has to be used).

What is a responsibility?

A **Responsibility** is something that you say you will do to the best of your ability (the best that you can).

You have the Right to end or refuse services:

To use this right, you can go to your case manager or your Branch/Department Manager, and explain why you want to stop receiving services. They will explain to you what might happen if you quit. You should remember that you could lose your services and not get them back without waiting a long time; or you may not get them back at all.

You have the Right to know the “Start” and the “Stop” terms of your services:

To use this right, you will need to find out what the “start” and “stop” rules are for the service you are getting. Organizational and Community (Supported) Employment Services are not time-limited services. If PAI decides to stop giving you services, the reason(s) why must be explained to you.

You have the Right to know the limits to the service you are getting:

To use this right, you will need to find out how far the help you get goes. If your service has a limit—like the number of hours or the number of days each week that you can work—you will be told about this limit. At the time of intake (sign-up), the limits to your services in this program are:

You have the Right to be trained by capable staff:

This means that the people working with you must have enough training to help and support you, so they can do the best job possible of meeting your on-going needs. To use this right, you will need to find out what amount of training is needed for each of those persons who are giving the services. Staff biographies are available in a 3-ring binder keep in a branch office area.

You have the Right to be free from maltreatment:

To use this right, you need to know that others cannot treat you badly or hurt you. If you have questions about this, you can talk to your case manager. If someone does cause you harm, you should tell your case manager right away.

You have the Right to see your records and any other recorded information about you:

To use this right, you need to know that YOU CAN ask to see what others are writing about you, and what is put into your file. You CAN question any information that you think is wrong. You CAN write out the reason you think the information is wrong (your challenge) and put it in your record. You CAN appeal—or ask to change—any decisions about your challenge of the information put in your file. You CANNOT see information about yourself that deals with investigations about you. You may not see the names of people who report child or vulnerable adult abuse or neglect.

You CANNOT rip up the file or any of its pages or damage it in any way if you don't like what is written there.

You have the Right to keep your records private:

This means that people can only read your records or talk about you if you, or your legal representative, say it is okay. To use this right, you will need to ask to see PAI's rules about how the agency is keeping your paperwork private.

You have the Right to refuse to participate in a study:

This means that if PAI asks you to be part of a study or experiment you have a right to ask questions and get all of the information you need before making a decision. After asking questions and getting the information, you have the right to just say "no."

You have the Right to be treated with courtesy and respect:

To exercise this right, you need to understand that people working with you should be polite when they talk to you. They should treat you the way you would like to be treated. They must talk to you in a way that you understand and that is respectful to you.

You have the Right to state any complaints and be heard:

This means that if you have a problem, people will listen to you. If you have a complaint or concern, you can use this right by talking to your case manager first. This person will help you work out a solution for your problem. If needed, this person can also help you with the problem resolution process. You will not get in to trouble for raising a concern.

You have the Right to appeal major decisions:

This means that if you talk to people who can change major things in your life and they don't, you can ask to have them look at it again, this time with some added people helping to decide. To use this right, you can talk to your family, your Rehabilitation Counselor, your County Case Manager, or the PAI Branch/Department Manager or the President, an advocate or ombudsman for help to do this step.

You have the Right to make choices and be involved in setting-up your Service Plan:

This means that you have the right to make choices in the services and programs offered to you. This includes choices about your job goal and the steps and services needed to reach it. To use this right, you need to know what services PAI provides.

You have a Right to services:

To use this right, you need to know that you have a right to get services from PAI no matter what race, color, age, gender (male or female), economic (money) status, lifestyle (the way you choose to live your life), disability, religious preference (the religion you choose), sexual orientation (who you have intimate relationships with), national origin, citizenship or other areas protected by federal, state and local laws.

You have the Right to know whom to contact if you need more help to understand your rights:

To use this right, you can ask your case manager to help you contact a local *Advocacy Agency*.

The telephone number at _____ is _____ and _____ is someone you can call.



Other places you can call for help are:

- Legal Advocacy for Persons with Developmental Disabilities at (800) 582 – 5256. There is no direct TTY line, but Minnesota relay can be used.
- Mental Health Law Project (a division of Minnesota Disability Law Center) is at (800) 292 – 4150. TTY is (612) 332 – 4668.

PROBLEM RESOLUTION

Productive Alternatives, Inc. believes in open communication. If you have a suggestion or concern, your case manager or the management team wants to know about it. In most cases, you can get an answer to a problem by talking to your case manager or your supervisor about it. However, the Agency understands that this may not fix all concerns.



The Agency cares about your concerns and wants to provide you and all our staff with a friendly work environment that creates teamwork and efficiency.

For concerns that cannot be resolved by talking about them, the following actions have been established to make sure your concerns are heard and handled appropriately. All concerns will be addressed in a quick and open-minded way. This process is available for all current employees; however, there are different procedures used when the issue is related to sexual harassment, which are discussed in the Sexual Harassment section.

Time periods specified below may be made longer by the person reviewing an individual concern if there are reasons to extend these time periods. You would be notified if time periods were extended.

Step 1

If you feel that a concern was not fixed through verbal conversation with your supervisor or your case manager, you can present your concern in writing or other form of documentation to the Branch/Department Manager within 10 working days from when the concern started. The Branch/Department Manager will investigate the facts and other issues related to the concern and will make every

effort to resolve the matter promptly and fairly. The Branch/Department Manager must respond to you within 5 working days following receipt of your concern.



Step 2

If the Branch/Department Manager does not respond to you within 5 working days following receipt of your concern, or you are not satisfied with their decision, you have 5 working days following the receipt of their decision to discuss it with the President. The President will review the facts as presented by you and the branch/department manager. The President has 10 working days to issue a decision to you.



Step 3

If the President fails to respond or you are not satisfied with the President's decision, you have 5 working days following receipt of the President's decision to appeal to the Chair of the Board of Directors. The Board of Directors will review the facts as presented by you and the President. A written, or other format, of the report of the decision will be issued to you and the President within 30 working days. This decision is final.



Step 4 (Final and Binding Arbitration*)

If you are not happy with the answer you got from the Board of Directors, you may begin arbitration proceedings. This must be done within 20 days after getting the written decision from Step 3.

- PAI, along with your help, will attempt to select an arbitrator who will listen to your complaint and decide the answer to your problem, question, or concern.
- The arbitrator does not, however, have the power to do the following:
 - 1) To change the Extended Employment Individual's Informational Guide.
 - 2) To change wages, supplementary payments, or the amount of vacation, sick, funeral, or personal benefits you get if your placement results in PAI being your payroll agency and you receive Supported or Community Employment Services.
 - 3) To decide any question, that is the right of management to decide. This would include:

How management functions, the programs that PAI offers, how PAI spends its money, use of technology, the structure of the agency and, the hiring of staff.

These rights are contained in PAI's written Informational Guide.

- An arbitrator is not free. How this person is paid for his/her time is decided in the following way:
 - 1) If the arbitrator decides that PAI is right, you will be required to pay \$25.00 of what it cost to hire an arbitrator.
 - 2) If the arbitrator decides that you are right, PAI will pay the arbitrator's bill.

A copy of the arbitrator's answer will be put in your case file. The filing of a grievance or the final answer you get in writing does not mean that you cannot take other action for protection under State and Federal Civil Rights Acts or use of advocates.

If you feel your concern directly involves your supervisor you can discuss it with their supervisor. If your concern is with the President you are to contact the Human Resource Director.

You will not get in trouble for raising a concern, as long as you follow this process. You can ask for help at any time in following this process. If you feel that you have been treated differently because you filed a complaint, you should tell the Branch/Department Manager.

This Problem Resolution procedure does not take the place of Federal and State law. This means that State Federal Law will always be upheld within this process.



(*Final and Binding Arbitration was written as Addendum to the Consumer Informational Guide, effective 7/04)

GENERAL INFORMATION

Vulnerable Adult Status:

Many people who receive services or work at PAI are considered Vulnerable Adults as defined by Minnesota Law. This relates to people who are over 18 years of age, live in licensed facilities, and/or get services from places like PAI. These people would not, on their own, report their own mistreatment (which means abuse and neglect) because of the very reasons that cause them to be vulnerable. PAI will report all situations that deal with the abuse or neglect of a Vulnerable Adult to places like County Social Services during the weekdays or the police or like authority during weekends, evenings, or holidays.

Vulnerable Adult/Maltreatment Prevention:

It is important that your work place is safe and that you are treated fairly and with respect. If you think that you have not been treated fairly or with respect or that your

work place is not safe, PAI would like you to tell a staff member here what has happened. If you are uncomfortable doing that, you have every right to tell your legal representative, or other important person in your life about this unfair or unsafe event.

Productive Alternatives, Inc. does not allow the use of physical or verbal abuse, punishment, sexual abuse or psychological abuse in any form. All staff of this agency are mandated reporters and must report any incident, of which they have knowledge, according to our Vulnerable Adult Policy and the Statutes of the State of Minnesota.

Vulnerable Adult Maltreatment Reporting:

Following is a list of Common Entry Points for the branches of Productive Alternatives where you or staff would report suspected abuse and/or neglect.

•Alexandria/Douglas County

- Douglas County Social Services: 320-763-2302
- Douglas County Law Enforcement Center: 320-763-6631

•Brainerd/Crow Wing County

- Crow Wing Social Services: 218-824-1100
- Crow Wing County Law Enforcement Center: 218-829-4749

•Fergus Falls/Ottertail County

- Ottertail County Social Services: 218-998-8150
- Ottertail County Law Enforcement Center: 218-998-8555

•Little Falls/Morrison County

- Morrison County Social Services: 218-998-8150
- Morrison County Law Enforcement Center: 218-998-8555

•Moorhead/Clay County

- Clay County Social Services: 218-287-5060
- Clay County Law Enforcement Center: 218-299-5120



Transportation:

If you ride in transportation provided by PAI, you or the person who manages your money would have to pay for this service. PAI does offer you the opportunity to have your transportation costs deducted from your paycheck. Your Case Manager can tell you more about this option. You will need to wear your seat belt at all times when riding.

If you refuse to wear your seat belt, it may result in disciplinary action, or not being able to have a ride to and from work. Cell phones should not be used while using PAI transportation. Please ask your Job Coach, Case Manager, or Supervisor if you need to use the phone

A Plan To Help You

You get to your job and career goals by planning your supports. Supports are services from PAI or others that help you keep your job, help you find another job, or help your employer keep you working. At least once each year, you and PAI write a plan that includes our choices of job goals and work setting, and what PAI will do to help you reach these goals. This is your Support Plan. You can request a meeting when you want changes to your Support Plan. The purpose of the meeting is to find out if you want a different job goal, or if you need different support services.

Family members, friends or others may help you to reach your goals. You can have them at your Support Plan meeting. You or PAI might also invite a social worker, supervisor, or anyone who could be helpful in making your plan. Notices about your meeting, talk during the meeting, and your written Support Plan need to be in the primary language read or spoken by you or the person who can legally speak for you. If you need Braille, large print, or another language to understand your Support Plan, PAI should provide this for you.

A Goal Should Say:

- What you want or need to do
- What supports are necessary to do it
- How it will get done
- Who is responsible for doing it
- When, or by when
- How you will know that it is done

Some examples of support services might be:

- Coaching on how to do your work well and learn new skills on the job.
- Keeping in touch with you to know how you are doing and what you need.
- Helping you to do your work safely
- Changing your work place so you can do or improve your work better, like changes in the height or position of your chair, or changes in work schedule or rest breaks, or changes to your computer.
- Helping you to learn how to speak up for yourself and say what you need at your job.
- Training for other people at your work place so they can help you learn your job and carry it out, and include you as one of the group.
- Arranging for services that you might need, but are not provided by PAI.
- Help with learning skills you need to be a successful worker, such as grooming, handling money, or using the bus.
- Making sure that the people who helped you write your Support Plan stay in touch with you and PAI.
- Helping you to learn how to search for work, and to get and keep a job.
- Finding a job that fits your skills, interests, and support needs and choosing the work settings you like best.
- Other, similar services that are in your Support Plan and are needed for you to keep your job, improve your performance, or find new or better employment.

If you need these or other supports to stay working, or to find the job you want, be sure to include them in your Service Plan. If PAI cannot give you the support service that you need to reach your job goal, your plan should say how and when you will get it, and what PAI will do to help you to get that service.

What Work Do You Want To Do?

The most important parts of your of your Plan are your job and career goals. Rehabilitations Services—Extended Employment (a part of the State of Minnesota) and other agencies pay PAI for the supports they provide in the following types of work. You should be able to choose different kinds of jobs in these work settings, or work in more than one work setting. Include your choice of job and work setting in your Service Plan.

- 1) In **Supported Employment**, your job is in the community with supports from your employer and from PAI. Your pay, benefits, and work conditions are the same as co-workers without disabilities who are doing the same kind of work. Someone from PAI will meet with you and/or your boss or co-workers at least twice a month to provide supports, learn how you are doing, or find out how you like your job. The kind of job you do depends on your skills, interests, abilities, which employers are cooperative, and what jobs are available.
- 2) In **Community Employment**, your job is at a company in the community with supports from PAI, but either the pay is less than the customary wage for similar work, which may be above or below minimum wage, and/or your job is away from workers without disabilities. Often, in this type of work you are part of a group of people with disabilities working together—a work crew or enclave. More job support is usually available in Community Employment than in Supported Employment.
- 3) In **Center-Based Employment** or employment at PAI work centers, PAI is your employer and you work at their building or place of business. Pay is based on how much work you do compared to a standard worker. Most of the people you work with have disabilities. Job support is always available in Center Based Employment. If you choose Center Based Employment, your Service Plan should say why this best meets your needs. Your Plan should also say what supports would be necessary for you to work in the community. If you are in Center Based Employment, but want to work in the community, your Plan should be reviewed every six months.

You may also be able to get “natural” job supports from your employer with additional help from PAI, or get help to find a job if you no longer need supports.

Your work benefits should be the same as other workers including at least five paid holidays, and you should collect vacation and sick leave as you work. You should also be able to get time off to vote, for military leave, or family medical leave.

Statewide information about these types of employment is given on the next page. PAI will also give you specifics about the kinds of work they support, benefits, your rights and responsibilities, and people you can contact to get more information.

When you complete your Service Plan, use the checklist on the last page to make sure you have included everything.

What If I Don't Agree?

Signing your Service Plan means you agree with your job and support goals, that you understand and agree with the supports you will be getting, and that you will do what is needed to reach your goals. You may take your Plan home for a few days to think about what it says. Unless you want to make changes, sign your Plan and return it to PAI.

You have a right to disagree with your Service Plan. Say what you want to change to the people helping you make the Service Plan. If you still are not satisfied with your plan, look in your Extended Employment Individual's Informational Guide (that you should get from PAI) for their written policy on the problem resolution process. There may be several steps and there may be time limits. You can have a friend or advocate who will help you to follow the policy, and they can attend any meetings with you. You have a right to see your rehabilitation records at any time.

If you have followed PAI's policy for making a grievance—except for binding arbitration—and still are not satisfied, you can appeal to Extended Employment (the agency that oversees this kind of work) by writing to:

Minnesota Department of Economic Security
Extended Employment
390 North Robert Street – First Floor
St. Paul, MN 55101
651-297-3380 TTY 651-296-3900

Service Plan Checklist

Be sure your Service Plan answers the following questions, and that the answers are true for you. You are the most important person in deciding what should be the Service Plan.

- 1 What do you enjoy doing – or not doing? In what places do you like – or not like – to be? With what kinds of people do you work best? What do you do well in any area of your life?
- 1 What kind of work would you like to do?
- 1 How many hours a week do you want to work? How much do you want to be paid? Do you need your job to help pay your medical bills? Will getting paid over a certain amount affect other benefits?
- 1 Do you want to work at PAI's building or at a different company? Do you want to work as part of a group of people with disabilities or as an individual? If your goals say you want some of each of these, does your Plan say how many hours a week of each you want?
- 1 If having a job at PAI's building is your goal, does your Service Plan have the reasons that this is the best choice? The reasons have to be yours, not the Provider's.
- 1 When do you want to reach your different goals? Your Service Plan can include dates for job goals you have right now, and dates for job goals you have for the future.
- 1 What will your job, pay, benefit, and support services be like when you reach the goals on this plan?
- 1 What supports will PAI give you to get and keep work? You and your family, friends, current or past teachers, your boss or co-workers can share their ideas about kinds of support that are helpful to you.
- 1 Would you like PAI to involve your boss and co-workers in helping you learn and do your work as soon as you start a new job? If you do, it should be included in your Service Plan.
- 1 Would special equipment help you find or improve your work?
- 1 Does your Service Plan say who will give you each of the kinds of help you need? When will the help start? How long will the help last?
- 1 If PAI is unable to give you the help you need to reach your job goals, does your Service Plan say how the Provider will get you the help or equipment you need, and how long that will take?

1 Does your Plan have the names of the people that met with you and PAI to write your Service Plan, and how they know you?

1 Ask PAI for information about different kinds of work they support including how much you would earn, worker benefits, the kinds of jobs you would be doing, and how this compares with other workers in similar jobs, and people you can contact to get more information.

1 Does your plan include your signature or that of the person who is your legal representative? You may take your Plan home for a few days to think about what it says. If you do not want to make any changes, sign your Plan and return it to PAI.

If you want to make some changes, meet with PAI again.

Productive Alternatives, Inc.

Acknowledgement of Receipt (Employer Paid Informational Guide)

I understand and/or agree that:

The statements contained in this booklet are general information regarding Productive Alternatives, Inc. and its policies and procedures.

This is not a contract of employment, or a guarantee of employment.

From time to time Productive Alternatives, Inc. may need to change some of the information, policies and benefits contained in the Informational Guide. The Agency will inform me when changes occur.

I have received a copy of the Informational Guide including A Plan to Help You and my employer's personnel policies (if my employer has a personnel policies guide). I have read or reviewed this information with my case manager, and I have asked questions if I don't understand the contents of this guide. I will follow these rules to the best of my ability.

Any person is free to resign whenever s/he wants, and each person is subject to separation at any time, with or without cause, and without regard to any benefit or policy described in this guide, at the discretion of the Agency.

Your Signature: _____

Print your Name: _____

Date: _____

Legal Representative's Signature: _____

Print your Name: _____

Date: _____