

PRODUCTIVE ALTERNATIVES INC.

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PLACEMENT/JOB DEVELOPMENT INFORMATIONAL GUIDE

PLACEMENT/JOB DEVELOPMENT INFORMATIONAL GUIDE



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: 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 and other formats upon request

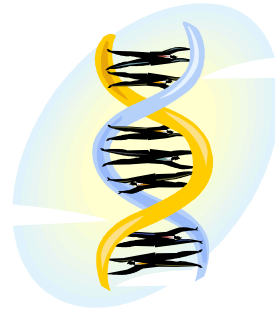
Approved by:
The Board of Directors June 2004
Effective 7-04; Revised 8-06; 6-08, 10-09, 6-10, 7-11

The MISSION of Productive Alternatives, Inc.

Providing Service Options Which Promote Quality of Life & Personal Growth for the People We Serve & Our Employees.

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 for our customers.**
- **We will continue to enhance our ability to provide the best possible working atmosphere for our staff.**
- **We have a team oriented management philosophy that values every person's input.**



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-serve 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: *Vocational Assessment, Competitive Employment, Center-Based Employment, Supported Employment, Day Training and Habilitation Services, Extended Employment, Semi-Independent Living Skills and Detox*. It is our goal to create the best services for all persons-serve at PAI, based upon each person's strengths and needs.

If you would like specific information about the services offered at PAI, please talk to your placement specialist or other PAI staff who can tell you about the different services and answer any questions you may have. You can also visit our website at **www.paiff.org**

*(*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.)*

How do you Qualify to Receive Services From PAI?

Placement/Job Development Services

Entrance/Exit Criteria*

(*These guidelines are subject to interdisciplinary team discretion, eligibility will be determined by the Branch Manager)



How you can enter the program:

- You have a documented disability.
- You have *Identified Barriers to Employment* (where it may be hard for you to meet your employment goals without someone helping you).
- A *Funding Source* has agreed to pay for your services (your local County, Work Services, State Programs, or you agree to pay for your services).
- You *want* to receive services from PAI and take part in planning your success.
- Your social behavior/ communication skills are suitable for a work setting (others feel safe and comfortable working with you).
- You can move around enough to work, either with or without some support.
- You are at least 16 years of age.
- You do not need help to take care of your personal needs- like using the restroom or eating- while you are at work.
- You can take your own medication or someone can help you take your medication outside of your work time/work place.

How you can exit the program:

- You are offered a job and no longer need services
- You choose to terminate services
- The sponsoring agency terminates services

Placement/Job Development Services

This service assists people who are looking for work to find employment in the community. Job development efforts and job placement are based on your interests, abilities, skills, strengths, and needs. When needed the placement specialist is able to arrange additional services such as:

- Developing an individualized career plan
- Job seeking skills training
- Training to help an individual maintain their employment
- Arranging job tryouts for the individual
- Following up with the individual and the employer



STAFF ROLES

Placement Specialist/Job Developer:

This person is responsible for helping you plan your Placement Services experience, to inform you of your rights and responsibilities, and to answer any questions that you might have about the program. The Placement Specialist will meet with employers, make cold calls to businesses on your behalf, setup and accompany you to interviews, work with you on interviewing skills, and guide you through your job search. They will also work with you and your employer after you are placed to determine what type of supports and/or accommodations you might need.

There are two different types of placement programs:

- **Non-Supported Placement:** If you are placed in a non-supported placement, PAI will maintain contact with you generally for at least 90 days. During this time, you might have job coaching, on-site visits, or meetings with your placement specialist. If the placement does not work out for you during this time period, PAI can continue to assist you with finding other suitable employment if funding is available. This would have to be agreed upon by you and your team.
- **Supported Employment Placement:** In this type of placement, PAI provides supports for longer than 90 days. The amount of support you receive can vary from meeting with someone from PAI as little as two times a month to having a job coach one on one throughout your entire shift. The amount of support is based on your needs, the needs of your employer, and the level of funding available. If you receive supported employment services you will be assigned a Case Manager and you might be required to submit copies of your pay stubs to PAI every pay period.

AGENCY GUIDELINES

Someone who has been arrested for a crime in the past:

Some people who have broken the law and have been arrested in the past may want employment services through Productive Alternatives, Inc. If so, PAI may need to work with other agencies (like court systems, probation officers, social services, or mental health providers). Referral information from these other agencies about someone's criminal history is kept on file at PAI. These files are private. But PAI may be asked to share work performance, attendance records, earnings and related information with other interested parties (like criminal justice, social services, or mental health providers). If you refuse to give your consent for PAI to work closely with these other Systems, PAI may not be able to provide services to you. Federal, state and local laws and rules also guide PAI, including HIPAA, in making these disclosures.

Waiting List:

There may be times when you are referred for services at PAI, but your services can't start because of a reason such as funding, work availability, transportation or other barriers. When this happens a waiting list must be set-up. If you are put on a waiting list, criteria for acceptance will be first come first served once those barriers are removed. PAI will work with funding sources to move things along so that your services can begin as soon as possible. If your team deems it appropriate and possible you may be referred to another agency that provides the same type of service.

Personal Information:

It is important for PAI to keep your records up to date. Please tell your case manager if there are any changes to your name, address or phone number, emergency contact, or referral source.

Reporting Guidelines:

Once you begin Placement/ Job Development Services a service plan will be created. You and the Placement Specialist will create this plan. It will cover what you and the Placement Specialist will do to get you a job. It will include your interests, skills, needs, and goals. Casenotes on your job search progress and progress reports once you are placed might be required by your team members.



Transportation:

If you obtain a job and need transportation, Productive Alternatives staff can assist you in finding a ride to work. You may be eligible to receive transportation from PAI. 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.

Sexual Harassment/Workplace Harassment Policy:

Productive Alternatives, Inc. wants you to have a work experience that is free from sexual harassment. This is usually hard to talk about, especially at work. What we need you to know is that at work, it is *not* okay for you or other people to:

- Touch in ways you or others do not want to be touched
- Ask for sexual favors
- Talk in a sexual way
- Make you or others feel uncomfortable
- Tell a bad joke

If you feel that something listed above or some other similar incident happens, you should talk to your Branch Manager, Placement Specialist or case manager as soon as possible. This person will investigate and take care of the problem or call someone who has been assigned to look into these types of concerns (like a county social service officer). If a

concern or report is made, it will be kept confidential, meaning that no one will be told about it except for people who absolutely need to know.

Staff – Person-Served Relationships:

Staff members at PAI are your work helpers and supervisors. You will need to keep a professional relationship with them. This means that you should not:

- Give staff gifts that are bought or made – PAI staff cannot accept gifts from you
- Borrow money from staff
- Ask for special considerations (like treats or favors)
- Visit or phone staff after work hours

Emergency Closings:

Sometimes PAI may have to close or delay what time the workday begins. This may happen because of bad weather. In order for you to know if PAI is closed for the day, opening late or closing early, you should do the following:

ALEXANDRIA: closing will be announced on **KXRA** or **KIKV** radio.

BRAINERD: during the workweek (Monday – Friday) closing will be announced on **WWVI-1270 AM**, **KLZ 107.5** and **WJJY-106.7 FM**. If you do not have a radio and think that PAI may be closed, call: **825 - 8148**.

FERGUS FALLS: during the workweek (Monday – Friday) closing will be announced on **KJKK** or **KBRF** radio, both AM and FM. If you do not have a radio and think that PAI may be closed, call: **736 – 5668**.

LITTLE FALLS: Closing will be announced on **KQ.92** and **KFML.94 FM** radio stations and on **KTLF.950 AM**.

MOORHEAD: *PAI will call and inform you if any meetings have been canceled.*

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 will remember that you could totally 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.

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 file a *grievance* (a written complaint).

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 be Free of Financial and Other Exploitation:

This means that your money and your assets are yours and they are meant to be used for your benefit. People cannot and should not take advantage of you in any way.

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 placement specialist or the management team wants to know about it. In most cases, you can get an answer to a problem by talking to your placement specialist 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 placement specialist, 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 Consumer 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 on any question that is the right of management to decide on. 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. You will not, however, be asked to help pay for this person's time if you do not have very much money.
 - 2) If you can reasonably afford to help pay for this cost, you will not be asked to pay for more than half of the bill.
 - 3) 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 or 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

Productive Alternatives, Inc.

Acknowledgement of Receipt

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 Placement/ Job Development Informational Guide, I have read or reviewed this information with my Placement Specialist, 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.

Your Signature: _____

Print your Name: _____

Date: _____

Legal Representative's Signature: _____

Print your Name: _____

Date: _____

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