



TRANSITIONAL AND EMPLOYMENT SERVICES

PROGRAM DESCRIPTIONS

WAIVERED EMPLOYMENT SERVICES:

EMPLOYMENT EXPLORATION SERVICES Community-based services that introduce people with disabilities to employment options and allow them to explore their options through work experiences. This service helps people to make an informed choice about working in competitive, integrated employment.

EMPLOYMENT DEVELOPMENT SERVICES Individualized services that help people find competitive, integrated employment or attain self-employment.

EMPLOYMENT SUPPORT SERVICES Individualized services and supports that help people to maintain community employment in an individual or group arrangement.

VOCATIONAL REHABILITATION SERVICES(VRS) & STATE SERVICES FOR THE BLIND(SSB):

EMPLOYEE DEVELOPMENT SERVICES Services to assist a person in developing work skills, work habits and job retention skills required to obtain and maintain employment. Training includes activities to improve: • Productivity • Attendance • Punctuality • Ability to work with others • Ability to work under supervision • Work tolerance

PRE-EMPLOYMENT TRANSITION SERVICES (PRE-ETS) Services include job exploration counseling, work-based-learning experiences, workplace readiness training as well as instruction in self advocacy. This service is available to students, aged 14-21, who are eligible or “potentially eligible” for Vocational Rehabilitation Services.

EVALUATION The on-the-job evaluation service provides individuals as well as their team the opportunity to evaluate the suitability of a career or occupational area of interest. The service is typically provided prior to the determination of a specific job goal.

BRIDGE TO THE FUTURE This summer training program, for those ages 14-24, provides participants with the tools they need for a successful transition from education into the world of work. Each session provides training in job search and retention, as well as soft skills to help build self-confidence and accountability. Each day, through a paid work experience, participants are provided a hands-on training with area business partners.

TRACK TO SUCCESS This training course strives to improve communication and interpersonal skills, as well as situational judgment and problem solving for each participant. Each day, through a paid work experience, participants will practice and develop the skills they have learned in class and at community employers.

PERFORMANCE BASED AGREEMENT (PBA) Support services, intended for people with disabilities or those with a mental health diagnosis, to prepare for, secure, retain, advance or regain competitive integrated employment consistent with their unique strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choices.

CUSTOMIZED EMPLOYMENT Customized Employment at MRCl serves one person at a time. The goal of customized employment is to tailor jobs and careers to fit the individual’s skills, interests, strengths, and support needs. At the same time, it meets the needs of business, or in the case of self-employment, the market for a service or product.

THE 3 PHASES OF CUSTOMIZED EMPLOYMENT AT MRCI:

- Discovery
- Job Development
- Job Support

JOB TRY OUT Short-term work experience which allows an individual the opportunity to demonstrate to an employer their capacity to effectively perform in a job related to a specific employment goal on their employment plan.

JOB SHADOW Facilitate an opportunity for an individual to observe different jobs and ask businesses questions about the skills, knowledge and abilities needed to perform the tasks involved in the job.

JOB COACHING Provides training and consultation to the individual or the business to facilitate successful competitive integrated employment. Job coaching can be performed on or off the job site. The definition of job coaching can include any or all of the following: Job destination training; transportation coordination; job site skills training and assistance to perform work duties; training in new duties, including new employee orientation and other responsibilities that assure job retention; training and assistance with work behaviors and interpersonal skills; training to develop understanding of employment practices and business policies; assistance in changes in the work environment impacting potential for job retention; identifying, utilizing and integrating natural supports in the workplace; and exploring and seeking job advancement

Job Exploration Counseling Services Work with a student to explore vocational interests, the labor market, in-demand industries and occupations, non-traditional employment options, and/or identify career pathways of interest.

POST-SECONDARY EDUCATION COUNSELING SERVICES Assist a student to enroll or remain enrolled in postsecondary education or training by helping them understand how to successfully transition to a postsecondary education or training program; identify postsecondary education and training options; understand how their career goals line up with education and training options; complete steps for enrolling in a postsecondary education or training program; learn about and apply for postsecondary financial aid options; learn about various supports and assistive technology used by students with disabilities at college, such as where and how to get alternative formats of textbooks; learn about information on course offerings, career options, the types of academic and occupational training needed to succeed in the workplace, and how post-secondary opportunities associated with career fields or pathways would pertain to a student who is currently enrolled to ensure they are on the right pathway; and make decisions about changing majors and/or education or training programs.

WORKPLACE READINESS TRAINING Benefits Information Services

Assist a student to understand how their benefits work to help them with their career planning. This is a high-level overview and is general in nature.

Independent Living Services or Soft Skills Training

Assist a student to understand independent living skills, financial literacy skills, communication, interpersonal skills, or other soft skills necessary for employment.

Job Seeking Skills Training

Provide counseling and/or training to a student regarding the techniques to prepare for, secure, retain, advance in, or regain competitive integrated employment. This includes

assisting students in preparing resumes and job applications, developing job interviewing skills, providing training on how to address a business' perceptual barriers and prepare to meet a business' expectations, assisting the students to become knowledgeable about job duties, personnel benefits, rates of pay, employment policies and practices, and the job location prior to job acceptance.

Public Transportation Training

Assist a student to understand how to use public transportation.

INSTRUCTION IN SELF ADVOCACY Arrange and provide opportunities for: learning about disability and its impact; learning about/ how to request accommodations, services, supports, and assistive technology; learning about personal rights and responsibilities; mentoring (peer mentoring, disability mentoring, group mentoring or e-mentoring); and participating in youth leadership activities offered.

WORK-BASED LEARNING

Career Mentorship Experience

Facilitate an opportunity for a student to engage with a mentor who teaches or provides career-related guidance and advice.

Informational Interview

Facilitate an informal conversation for a student with someone working in a career area/job that interests the student, who will give them information and advice. It is not a job interview and the objective is not to find job openings.

Job Shadow

Facilitate an opportunity for a student to observe different jobs and ask businesses questions about the skills, knowledge, and abilities needed to perform the tasks involved in the job.

Service Learning

Facilitate an activity for a student that integrates meaningful community service with classroom instruction and reflection to enrich the learning experience, teach civic responsibility, and strengthen communities.

Workplace Tour/Field Trip

Facilitate an excursion for a student to gain first-hand observation of specific work sites. Students learn about the business, meet employees, ask questions and observe work in progress. Often conducted in a group.

Work Experience - Services

Facilitate a work experience intended for the student to understand the nature of work and build soft skills. Only the student and the business report on how the experience went.

As applicable, this service includes:

1. First meeting and develop work experience placement plan
2. Set up the work experience.
3. Orient the student to the work experience (e.g. who their supervisors are, to understand their schedule, make sure they understand their work duties, finalize transportation to and from the work experience, ensure they have their uniform, ensure they know the expectations of the work experience.)
4. Follow-up/check-in with student and employer for the duration of the work experience; follow-up frequency to be determined based on the individual's needs and discussed with the individual, the counselor, and the provider.

Work Experience - Wages

Pay the wages and personnel costs of a short-term work experience intended for the student to understand the nature of work and build soft skills. The community partner is the employer of record and thus the wages are paid by the community partner. Only the student and the business report on how the experience went.

INFORMATIONAL INTERVIEW Facilitate an informal conversation for an individual with someone working in a career area/job that interests the individual, who will give them information and advice. It is not a job interview and the objective is not to find job openings

Admission Criteria: Entrants into Transition Services must meet the general entrance criteria established for MRCI and participate in the planning process.

1. The planning process begins with an intake interview with MRCI's Intake team, the client, their referring agency representative, family members or significant other of their choice. The purpose of this meeting is to review relevant referral information, explore the interests of the client, and discuss strengths and potential limitations and to make an initial plan of what jobs will be targeted. The MRCI Intake team may vary by location, but usually includes an MRCI Staff Representative that will work with the client. The client should leave the intake meeting with an understanding of the service they are entering and a preliminary idea of the types of program/work areas to be explored.
2. If being referred for an assessment, the assessment areas are formulated after the client completes his/hers Person Centered Planning to assess their strengths, interests, work related behaviors, learning styles, ability to work with others, stamina, grooming and hygiene, job seeking skills, work quality/productivity, individual support needs and the need for communication, cultural and technological accommodations. The length of the planning assessment and the number of jobs assessed is dependent on individual needs of the client. The preparation of a vocational goal and plan to meet the goal are developed by the client and their MRCI Staff representative. A written vocational planning report is developed and shared with the client and their team at the end of the planning assessment. The planning report addresses:
 - ✓ Job sites that were assessed.
 - ✓ A general discussion of the experience the client had on the various situational assessments including their strengths and needs, as well as the prognosis of their success in achieving their desired vocational goals.
 - ✓ Specific employment outcomes identified by the assessment.
 - ✓ Specific training needs of the client.
 - ✓ A list of recommended local jobs that would be within the preference and ability of the client.
 - ✓ Needs for job modification and or technology needs that would better facilitate the success on a job.
 - ✓ Identified barriers to employment and recommended services to address the barriers.

 - ✓ Identified community resources to address barriers and enhance future plans.
 - ✓ Specific cultural accommodations if appropriate.
5. Exit Criteria:-A person exits the Transition Service when they have completed the assessment/placement process and have held a planning meeting with their MRCI staff representative and planning team to discuss the results and future plans. A program

referral will be completed if the client and his/her team decide that another program through MRCI would be beneficial in assisting the client with their goals.

PERSONNEL POLICIES AND PROCEDURES

PURPOSE

These statements of personnel policies and procedures have been prepared as guidelines to identify your responsibilities and to clarify benefits available to you. They are intended to assure fairness in personnel practices and promote a good working relationship between all MRCI employees.

Attendance

General Attendance

In many cases, different people will have different schedules. It is important that you come to your program every day as scheduled. If you need to be gone due to vacation or illness, contact your MRCI staff representative. Whenever possible, please try to schedule appointments outside of the program hours. If you need to schedule an appointment during program hours, please contact your MRCI staff representative to inform him or her of the time that you will need to leave and who will be picking you up.

Interrupted Status

In cases where you require extended time away from the program due to a health issue or other circumstances, you or your referral source should contact your MRCI staff representative and he or she will place your program on *Interrupted status* for up to six months. If you are not able to return after six months has passed, MRCI will close your case and entry back into the program will require another referral. One 30-day extension beyond the six-month *Interrupted status* is possible, if requested in writing and approved by MRCI management.

Intermittent Attendance

If you are not on *Interrupted Status* and do not attend at least 75% of scheduled days during a 90-day period, MRCI reserves the right to implement measures, up to and including termination of services, as MRCI will not be able to meet programming expectations and help you achieve your goals if attendance is not consistent. Your MRCI staff representative's first approach may include a Performance Improvement Plan and/or hosting a client team meeting to discuss and implement strategies to improve attendance.

Lunches and Break

You will need to bring a lunch from home. Please provide adequate cold packs or insulation as needed. Staff are available to assist you in setting up your lunch. All lunches should come properly prepared from home. A break is typically provided during the day. Any break longer than 20 minutes will be unpaid.

Visiting

MRCI strives to assist all clients with their program goals. Visitors may become a distraction to achieving these goals. MRCI requires prior approval from the client's MRCI staff representative before visiting with a client. All visitations should be scheduled during lunch or break time.

Transportation

Transportation arrangements will be made prior to the start of services. Transportation is available through public transportation or contract services. In some instances, MRCI transportation will be available during direct service time between client and MRCI Staff Representative. All MRCI vehicles will be inspected and transporting during program activities is provided.

Therapy and Service Animals

Any animals including therapy animals brought to the program must be in good health and have current rabies shots and tags. All participants will be informed prior to a visit from an animal.

Retirement

No individual shall be required to retire because of age.

Weather Related Emergency Procedures

On occasion, MRCI may close because of weather conditions. Please review weather related procedures with your MRCI Staff representative for the procedure you need to follow if you will not be coming to your program for weather related reasons.

If MRCI closes due to weather related conditions, your MRCI Staff Representative will contact you to cancel or possibly reschedule your programming.

Wages

MRCI complies with all provisions of the Fair Labor Standards Act.

If you are in a program that MRCI pays the wages, payroll checks will be issued every two weeks. MRCI contracts an outside vendor **ADP Services** for their payroll. MRCI uses two methods for payroll reimbursement. Direct deposit or the A-line card. Additional paperwork is required to sign up for either of these payroll options. Please talk to your MRCI Staff Representative for assistance. All payroll information can be acquired through the ADP website. Instructions for registering with ADP Services are as follows:

workforcenow.adp.com

Click "Register Here"

Registration Code: MYMRCI-01

Enter

- a. First Name
- b. Last Name
- c. Last 4 numbers of your Social Security number
- d. Birth Month and Day
- e. Confirm

At this point there should be a message, "Hello (Your Name). If this is you, register now. Click "Register Now".

On new page, Enter in:

- f. Personal email address
- g. Username
- h. Password
- i. 3 security questions and answers
- j. "Register Now"

Setup is complete. Go to: workforcenow.adp.com and login to access pay statements or W-2.

Payroll Deductions: If it is required by law, the following will be deducted from the paycheck:

- Federal Income Tax
- State Income Tax
- Social Security Tax
- Medicare

Other payroll deductions for which you give your written consent

MRCI highly recommends all employees to use the paperless options within the ADP website. Instructions for this are as follows:

Login to ADP by going to: www.workforce.adp.com.

Enter your username and password.

Go to: Myself > Pay > Pay Statements

1. On the Pay Statements page, click **Go Paperless**.
2. Select **Access my pay statements online only** and click **Next**.
3. Read the information, click **I Agree**. Then click **Next**.
4. Enter the confirmation number and click **Next**.
5. Verify your email address and click **Done**.

Benefits

All staff and program participants at MRCI are covered by general liability, auto liability, excess liability, workers' compensation and employer's liability

Workers' Compensation

All MRCI paid individuals are covered by Workers' Compensation Insurance as required by Minnesota Law. The cost of this insurance is paid by MRCI.

Every accident, however minor, must be reported to your MRCI Staff Representative immediately so that we can file a report with the insurance company.

Safety, Clothing and Conduct Rules

Any safety concerns you may have should be given to your MRCI Staff Representative.

MRCI reserves the right to take actions that it deems appropriate to provide a safe and reasonable work environment. MRCI has legitimate expectations of client behavior during program hours including appropriate response to supervision and direction, cooperation with supervisors and

peers and following MRCI policies and procedures. Clients will conduct themselves following the standards set forth in this client handbook. Misconduct, such as possession of a weapon, being under the influence of alcohol or drugs, fighting, theft, abusive language, inappropriate sexual behavior, etc. will result in disciplinary action including immediate suspension. MRCI reserves the right to call upon law enforcement authorities, if necessary. Disciplinary actions will be determined by the severity of the misconduct. Every disciplinary problem is different, and the seriousness of the problem will determine the course of action to be taken. MRCI maintains safety as a high priority. **Clients working on specific jobs may have additional protocols pertaining to those jobs. Those protocols will be reviewed with each individual prior to working on that job.**

Employment Code of Conduct

The following are expectations for when you are present in your MRCI program:

I will follow MRCI and my employer's Dress Code Policies.

I will follow MRCI and my employer's Attendance and Time Off Request Policies.

I will be respectful and follow MRCI and my employer's expectations and policies.

I will not borrow, share or sell money or other personal property with others.

I will not take anything that does not belong to me including other's personal items or the employer's equipment. I understand that the consequences of stealing could include termination of the job site and/or legal consequences.

I will not use foul and/or abusive language or gestures.

I will not engage in fighting (physically or verbally) with co-workers, supervisors or anyone I come into contact with at the job site.

I will not wear inappropriate or revealing clothing as determined by MRCI or my employer.

I will not engage in fighting (physically or verbally) with co-workers, supervisors or anyone at my job site.

I will not drink alcohol or use illegal drugs prior to arriving at work or while I am at work.

I will not engage in inappropriate sexual behaviors or sexual harassment.

I will not bring weapons to work.

I will follow MRCI and my employer's policy regarding electronic devices.

I will do my best to complete a task according to the employer's expectations.

Clothing and Hygiene

Clothing that is not permitted includes: hats (of any kind), halter tops, tops with spaghetti straps or strapless tops or dresses, tank tops, crop tops pajama pants, yoga pants, athletic shorts or short shorts or miniskirts (skirt hems must be right above the knee) Clothing that includes offensive language, sarcastic or offensive gestures, graphics, advertising alcoholic beverages, drugs, offensive or obscene behavior is not permitted.

Daily personal hygiene is required. Odor from lack of cleanliness may require requests to change clothes or bathe. No excessive scent will be allowed.

Open toed shoes are not allowed. No Croc-type shoes/flip-flops or beach footwear. Shoes must always be worn during the day. Appropriate and safe footwear is required.

All clothing must be clean. No torn, cut or ripped clothing. No ill-fitting, (loose or tight), chains, lanyards or unsafe loose items including oversized jewelry or scarves.

Disciplinary Action

Discipline issues will be addressed in a specific individual plan. The consequences will not necessarily follow a specific warning system.

The plan will reflect the intensity of the person's actions. One option may be to suspend an individual until the team can meet and agree upon a new plan. Your MRCI representative, along with the interdisciplinary team, will agree on specific consequences for certain actions. Our emphasis is on person centered planning and positive behavior support. Disciplinary procedures will be implemented in such a way as not to embarrass individuals or the public.

Client Assistance Project

ABOUT THE PROJECT

Federal legislation requires that each State receiving funds under the Rehabilitation Act of 1973 designate a Client Assistance Project to ensure the clients and potential clients of State and Local rehabilitation programs receive the services and benefits available to them under the Act. The Mid Minnesota Legal Aid is the designated Client Assistance Project for Southern and Central Minnesota. Information regarding this can be found at <https://mn.gov/disability-mn>.

**Client Assistance Project
Mid Minnesota Legal Aid
111 N. Fifth St Ste 100
Minneapolis, MN 55403
Phone: 612-332-1441 (Metro)
1-800-292-4150 (Statewide)**

MINNESOTA STATEWIDE ADVOCACY SERVICES

Provided within 6 months of hire and yearly thereafter in accordance with WIOA regulations. Last updated: 03/2018

1. Social Security-Disability Determination
PO Box 64709
St. Paul MN 55164
877-457-1734
www.ssa.gov

Types of Training: Web site offers information on Applying for SS or disability. The Ticket to Work

2. Autism Society
2380 Wycliff St #102
St. Paul MN 55114
651-647-1083
www.ausm.org

Types of Training: Web site offers information on a Variety of classes, camps and services including advocacy, counseling, therapists, social skills and Support groups.

3. Minnesota Department of Employment and Economic Development
332 Minnesota St Suite E200
St. Paul MN 55101
952-838-9000
www.mn.gov/deed

Types of Training: Website offers help for job Seekers to find employment, help businesses, find workers and help anyone at any stage to explore And plan careers.

4. Brain Injury Association of America
2277 Mn-36 #200
Roseville MN 55113
612-378-2742
www.biusa.org

Types of Training: Website offers information and referral. The Minnesota contact is:
braininjuryinfo@biusa.ortc@umn.edu

5. U of M Institute on Community Integration
Rachel Freeman, Ph.D.
Patee Hall 110A, 150 Pillsbury Dr DE
Minneapolis MN 55455
541-979-3409
Freem039@umn.edu

Types of Training: Offers training on person-centered thinking and planning and other community integration topics.

6. MN Dept. of Human Services
1295444 Lafayette Rd
St. Paul MN 55155
651-431-2000
www.DHS.info@state.mn.us

Types of Training: Website <https://mn.gov/dhs>. The Minnesota Department of Human Services strives to help people live as independently as possible so they can continue to be a part of the communities in which they live.

7. State Services for the Blind
A2200 University Ave W #240
St. Paul MN 55114
651-259-7114
www.mn.gov/deed

Types of Training: Training and advocacy for services for individuals who are blind.

8. Minnesota Helpinfo
1-800-333-2433

Types of Training: Navigating assistance with Minnesota's 10,000+ support agencies.

9. MN Disability Law Center
111 N. Fifth St Ste 100
Minneapolis MN 55403
612-332-1441
www.mylegalaid.org

Provides professional legal help to Minnesotans with disabilities and others who traditionally lack access to the American justice system and cannot afford the services of a private attorney.

10. The Senior LinkAge Line
1-800-333-2433

Minnesota Board on Aging's free statewide information and assistance service. The service is provided by six area agencies on aging that cover all 87 counties of Minn. And helps connect you to local services.