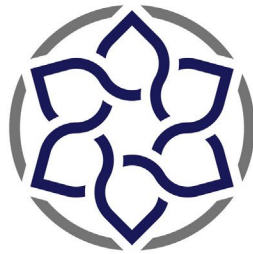


Employment Service Program Participant Handbook



PHASE - INDUSTRIES
LIVE • WORK • THRIVE

Rev. 7/18, 7/19, 7/20, 3/21, 7/22, 6/23

*PHASE-Industries empowers people to **live**, **work** and **thrive** through the discovery and development of their individual abilities.*

CARF has accredited PHASE-Industries for its Community Employment, Employee Development and Employment Planning Services.



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Mission, Vision, and Values

What We Do (Our Mission):

We empower people to live, work and thrive through the discovery and development of their individual abilities.

WHAT WE INTEND (VISION):

We are the trusted partner in community supports, where compassion, expertise, and opportunity merge to create a world of discovery and success.

HOW WE DO IT (VALUES):

Program Participant First – Considering openly how all processes, actions and decisions will affect program participants. Every decision must benefit program participants.

Service for Social Good – Actively promoting societal improvement through full inclusion & participation of individuals with disabilities in their communities, occupational pursuits and life choices.

Excellence – Cultivating in every Team Member the person-centered values, technical proficiencies, best practices, and accountability required to improve the lives of persons served.

Ethical Integrity - Acting at all times with only the highest of ethical integrity and scruples.

Large Minded– Choosing an empowered state, seeing possibilities, creating solutions.

Empowerment – Committing in action to individual and team development, recognizing competence, and reinforcing excellence.

Innovation – Committing to new ideas and creative solutions.

Fun at Work – Promoting an enjoyable and fun workplace in the course of serving others

Contact Information

PHASE-Industries provides services in Pine, Kanabec, Chisago, Isanti, Mille Lacs, and Carlton Counties. Offices are located:

Corporate Office

Business Hours: Monday – Friday 8am – 4pm
PO Box 126
104 Main
Sandstone, MN 55072
320-245-2246
320-245-0431 Fax

Main Phone Number

320.245.2246

Pine City Office

Business Hours: Monday – Friday 8am – 4pm
23385 Freeway Blvd
Pine City, MN 55063
320-629-7805
320-629-0025 Fax

Cambridge Office and Heritage Barnwood

Business Hours: Monday – Friday 8am – 4pm
601 S. Cleveland
Cambridge, MN55008
763-689-5434
763-552-1281 Fax

Mora Office

Business Hours: Monday – Friday 8am – 4pm
500 S. Walnut Street
Mora, MN 55051
320-679-2354
320-679-2355 Fax

Heritage Thrift Store

Business Hours: Monday – Friday 8am – 4pm
200 Highway 65
Mora, MN55051
320-679-6857
www.heritagestores.org

Website

www.PHASE-Industries.org

Your Service Providers

Your Employment Consultant is: _____ Phone: _____

Employment Services Manager: _____ Phone: _____

If your Employment Consultant will be unavailable, the Employment Services Manager will make alternative arrangements for services as appropriate.

If your support staff has a conflict of interest or potential conflict of interest this conflict will be disclosed to you before you are asked to work with them.

Purpose of Handbook

The purpose of this handbook is to help you, as a program participant, understand your:

- Employment Services Provided
- Description of all services provided by PHASE-Industries
- General policies
- Program Participant Rights
- Roles and Responsibilities
- 245D policies, as required based on services receiving

This handbook is for all program participants enrolled in PHASE-Industries Employment Services Programs, VRS staff, County Case Managers, school staff, and other members of the participants team. This book will be printed in another language, large print, read aloud or will be given to you on an audio or video tape if you or your representative lets us know that this is what you need to understand the information in this book.

PHASE-Industries staff reviews this handbook with you your first week and once a year after that. You will receive your own copy of this handbook, which will be updated as needed. You will be asked to sign an annual acknowledgement, which states that the handbook has been reviewed with you. This will be placed in your file.

PHASE-Industries believes wholeheartedly in the plans, policies and procedures in this handbook. However, they are not conditions of employment. PHASE-Industries may change this handbook at any time.

PHASE-Industries recognizes the importance of providing you with meaningful employment opportunities, employment experiences and employment education.

Description of Service Options

PHASE-Industries is here to support you with your employment goals. Our staff can help you discover your interests and talents, assist you in your job search, assist you to develop skills needed to work, how to keep your job, assist you with career advancement, help you understand how working can affect your benefits, provide assistance in obtaining your driver's license, and how to advocate for yourself. Below are the services provided directly by PHASE-Industries:

Services Contracted with the Vocational Rehabilitation Services

- Employment Planning
- Employee Development and Job Coaching
- Job Search and Job Retention Support
- Benefits Coaching
- Independent Living and Coordination of Services
- Post-Secondary Education Supports

Pre-Employment Transition Services (Pre-ETS) for Students

- Job Exploration Counseling
- Post-Secondary Education Counseling
- Instruction in Self-Advocacy
- Workplace Readiness Training
- Introductory Work Activities
- Internships
- Work Experience
- Work-Based Learning Coaching

Services Licensed by the Minnesota Department of Human Services

- Employment Exploration Services
- Employment Development Services
- Employment Support Services
- Pre-Vocational Services
- Day Support Services
- Transportation

Employment Planning Services

Duration: Approximately two weeks.

Employment Planning Services are designed to assist a person seeking employment to learn about employment opportunities within the community and make informed decisions. This is an individualized service that takes place at a business in the community to assist a person to

choose employment outcomes and /or career development opportunities based on the person's preferences, strengths, abilities, and needs. This is accomplished through activities such as on-the-job evaluations, paid work trials, job trials (individual or crew), job shadowing, simulated job sites, staffing agencies, volunteer opportunities, understanding of how work and benefits work together, and transitional employment. Our staff will help you understand if and what **post-secondary** education may be needed and help you through the process. A written report is completed at the end of the evaluation period with recommendations being made to further enhance the person's employment goals and possible employment options. Participants are paid by PHASE-Industries at minimum wage during on-the-job evaluations, and work trials. The days, hours, and frequency of service will be determined with you, your vocational counselor and employment consultant at the time of your intake. Transportation may be provided.

Employee Development

Duration: Approximately four weeks.

Employee Development Services are individualized services/supports that assist a person to develop or reestablish skills, attitudes, personal characteristics, interpersonal skills, work behaviors, functional capacities, etc., to achieve positive employment outcomes. This is accomplished through activities that can include 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. These services are time limited and can be provided directly to the person in the community or indirectly through corporate employer/employee support programs. Participants are not paid by PHASE-Industries. The days, hours, and frequency of service will be determined with you, your vocational counselor and employment consultant at the time of your intake. Transportation may be provided. Participants will be paid by their employer as agreed upon between the participant and their employer. Transportation is not provided.

Job Search and Job Retention Support

Duration: Until employment is achieved or up to 12 months.

Community Employment Services assist with obtaining and retaining a job. Placement activities may include identifying and developing job opportunities, assisting with creating and updating resumes, completing job applications and pre-employment tests, preparing for job interviews, completing cover and thank you letters, making sure the job is a good match, understanding of how work and benefits work together, assisting employers to identify and eliminate barriers to both competitive integrated employment and to the advancement of individuals with disabilities. Retention activities may include both job coaching and follow up, are provided to assist the individual's adjustment to competitive integrated employment and to identify and coordinate services needed to maximize skill development and maintain or advance in competitive integrated employment. Services take place in the community and at the business where the person is employed. Individuals needing continued supports after

completing this program are encouraged to transition to Employment Support Services (ESS) through waived services. Our staff can help **coordinate services** to connect you with county services if long term job supports will be needed for job retention. Participants are not paid during this service. The days, times, and frequency of services will be determined by you and at a minimum of two times per month. Limited transportation may be provided.

Pre-Employment Transition Services (Pre-ETS)

Pre-employment transition services represent the earliest set of services available for students with disabilities or/and having a gap in services and needing additional supports under the VR program, are short-term in nature, community based, and are designed to help students identify career interests. The days and times of services will be determined at your first meeting. You will be paid for work performed during an internship or work experience. PHASE-Industries or the business you are working at will pay you. All other Pre-ETS services are not paid. Transportation may be provided

Pre-ETS Job Exploration Counseling Services

Employment Consultants work with students to explore vocational interests, the labor market, in demand industries and occupations, non-traditional employment options, and/or identify career pathways of interest. Can also include setting up classroom speakers that discuss careers.

Pre-ETS Post-Secondary Education Counseling Services

Employment Consultants assist students 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.

Pre-ETS Workplace Readiness Training Services

Employment Consultants arrange and provide any of the following:

- **Benefits Information Services** - Assist a student to understand how their benefits work in order 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.

Pre-ETS Instruction in Self-Advocacy

The Employment Consultant arranges and provides 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 in educational or community settings.

Pre-ETS Work-Based Learning

Employment Consultants arrange and provide any of the following:

- 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 - Facilitate a work experience intended for the student to understand the nature of work and build soft skills.

Employment Exploration Services

Duration: 12 months

Employment exploration services help participants gain a better understanding of competitive, integrated employment opportunities in his/her community; explore a variety of jobs; and strengthen the participants knowledge, interests and preferences so he/she can make informed decisions about competitive employment. Activities may include visits to community

businesses, career education, job shadowing and job tryout, volunteering, learn about post-secondary education, learn how social security benefits support work, explore disability benefits, and more. Participants are not paid during this service. Services take place on site and in the community
Transportation is provided.

Employment Development Services Plan Phase

Duration: 120 days

Developing an employment plan is the next step once an individual has received complete and accurate information to make an informed choice about employment and decided to move forward. Employment development services are individualized services designed to help a person achieve competitive integrated employment, become self-employed, or establish a microenterprise business in his/her community. The individual will be supported to learn about their skills, interests, strengths, contributions, and conditions for employment that. Participants are not paid during this service. Transportation may be provided.

Employment Development Services Find Phase

Duration: 60 days

The Find Phase helps individuals search for and obtain competitive integrated employment or develop a microenterprise business when VRS/SSB funding is not available. Participants are not paid during this service. Transportation may be available.

Employment Support Services

Duration: Not time limited

Employment Support Services are individualized services and supports that help people maintain paid employment in community businesses/settings. PHASE-Industries provided two types of ESS. Individual supports are provided when a person is employed and needs on-going supports to retain their job. The participant is paid by their employer. Transportation may be provided. Group supports are provided to support groups of 2-6 who work together in a community business. Participants are paid by PHASE-Industries for work performed.
Transportation is provided.

Pre-Vocational Services

Duration: People who received prevocational services, including through day training and habilitation (DT&H), before Jan. 11, 2021, can continue to receive prevocational services. People who are new to prevocational services on or after Jan. 11, 2021, can receive prevocational services for three years (i.e., 36 months).

Pre-Vocational Services can include work-skills training and support services that advance people toward competitively paid employment in community jobs. Prevocational services focus on strengthening people's fundamental work skills and achieving their individualized work-skill goals through meaningful work experiences and vocational training. Activities to accomplish this may include skill development to follow work instruction, follow work routines and schedules, increase workplace skills, and provide relevant work-related education and training. Participants are paid by PHASE-Industries for work performed.
Transportation is provided.

Day Support Services

Duration: Not time limited.

Day Support Services are individualized, community life enrichment activities and support services that help a person develop and maintain essential and personally enriching life skills so they can access and participate in activities they prefer in their community.

Transportation is provided.

Transportation

Transportation is offered for some services. See service descriptions above. PHASE-Industries-INDUSTRIES staff will help you arrange transportation as needed. There are other transportation options you may want to consider. These options include ride sharing, private drivers, ConnectAbility of MN, or other forms of alternative transportation such as riding a bicycle. Contact PHASE-Industries staff to discuss your needs.

Remote Services

PHASE-Industries staff may provide services from a remote location to individuals who have chosen a virtual method and have all the necessary equipment and support to participate. Remote services are services provided virtually by a staff person using an online platform such as Microsoft Teams, Zoom, Google Meet, and other similar tools. Virtual services do not include telephone calls, text messages, emails, and other similar formats. The following procedure should be followed by staff providing services remotely via a virtual platform.

Procedure

1. Discuss the use of remote versus in-person services to help the individual determine the best option(s) for them.
2. Identify if the individual has the necessary equipment to participate virtually.
3. Provide instruction on the use of the virtual platform to the individual and others who may be supporting the person at the time of service.
4. Obtain written consent from the individual and guardian, if applicable, to participate in virtual services. This may include recordings or photographs of sessions.
5. Staff will discuss safety considerations regarding the use of communication devices.
6. At the beginning of each encounter, the staff will verify the identity of the person served, identify themselves, and identify the physical location of the person served.
7. The staff will conduct services from an area that maintains privacy. The staff will also address the importance, to the person served, to be in an area where privacy is maintained and help to identify alternatives as needed.
8. Staff will call the individual in the event of technology disruption via virtual services.
9. Virtual services are scheduled by appointment only. Any communication outside of the appointments will take place via telephone, text, email, or other form preferred by the person served.
10. Staff who deliver remote services via virtual platforms receive training on how to set up virtual services and deliver services effectively. Including human factors, crisis response procedures, assessment of risk factors in the environment, and how to modify the delivery of services if needed.

11. Staff will encourage the individual and support teams to clean and sanitize any equipment used that is shared with others.

Employment Services Referral and Funding Sources may include

- **Vocational Rehabilitation Services (VRS)**. VRS offers counseling, training and job search services to help people with disabilities find competitive employment.
- **State Services for the Blind (SSB)**. SSB offers tools and training for employment, living independently and accessing print materials. SSB assists Minnesotans who are blind, DeafBlind, losing vision, or have a disability that makes it difficult to read print.
- **Home and community-based services (HCBS) waiver employment services**. HCBS waiver employment services help people with disabilities to explore the world of work, find employment, and access ongoing supports to maintain employment.
- **Pre-Employment Transition Services (Pre-ETS)**. Pre-ETS are available to students who are eligible and potentially eligible for VRS. Pre-ETS include job exploration counseling, work-based learning, counseling on postsecondary education options, workplace readiness training, and instruction in self-advocacy.
- County Pay
- Private Pay
- *You most likely won't have any out of pocket fees. If you do, the referring agency will have reviewed those fees with you prior to receiving services with PHASE-Industries.*

Assistive Technology

Assistive technology is any technology or device that helps people with disabilities perform tasks that would otherwise be difficult or impossible to perform. Examples include screen-reading software, electronic organizers, assistive listening devices and roll-in desks for wheelchair users. Typically, a person's employer pays for necessary assistive technology. If the assistive technology is too expensive for the employer or the person wants to keep the technology if they switch employers, consider alternative funding sources. For example:

- The **System of Technology to Achieve Results (STAR)** program can provide access to assistive technology through device loan and demonstration services.
- **Minnesota CareerForce** centers can also help people try out assistive technology funding.
- **Medical Assistance** helps pay for assistive devices prescribed by a physician for a medical condition.
- **Vocational Rehabilitation Services** funds assistive technology to help people with disabilities find, get and keep employment.
- The **U.S. Department of Veterans Affairs** offers funding for assistive technology for eligible veterans with disabilities.
- Workers' compensation may pay for assistive technology for people with work-related injuries.
- Social Security's [Plan to Achieve Self-Support \(PASS\)](#) is a program for people who get SSI or SSDI. Through PASS, people can save money for assistive technology without losing eligibility for benefits.

Admission Criteria

Eligibility for Employment Planning Services, Employee Development Services, and Job Search and Retention Services

There are three categories of eligibility –

Adults:

- Must be 18 years or older.
- Not enrolled in a formal educational program.
- Have a functional limitation that is a barrier to employment.
- Have a financial sponsor.

Students Eligible for Vocational Rehabilitation Services:

- Must be 14 to 21 years old.
- Enrolled in a formal educational program.
- Have a functional limitation that is a barrier to employment.
- Have a financial sponsor.

Students Potentially Eligible for Vocational Rehabilitation Services:

- Must be 14 to 21 years old.
- Enrolled in a formal educational program.
- Identified by the educational program as having a gap in services and needing additional supports.

Admission criteria for Employment Exploration), Employment Development, Employments Supports, Pre-Vocational and Day Support Services

- Certain criteria will be used by this company to determine whether the company is able to develop services to meet the needs of the person as specified in their *Coordinated Support Plan*.
- The participant has been screened and authorized for services.
- The ability to meet the specific needs of the individual given training and staff ratio.
- Additional funds available needed to pay for increased supports.

If a person is found eligible for services by the Employment Services Manager and / or the Employment and Development Director, a Notification of Acceptance/Non-Acceptance will be completed and provided to the participant, their legal guardian, referent, and residential provider, in accordance of the individuals choice. A copy will be saved in the individuals file. A waiting list will be implemented if the program is full or if PHASE-Industries does not have the appropriate space or staff to accommodate an eligible person or persons referred for services. In this event, referrals will be placed on a waiting list. Admissions of the individuals on the waiting list will occur in the order PHASE-Industries received their letter of referral. The Program Quality

Assurance Team is responsible for monitoring the waiting list and making decisions regarding exceptions. If accommodations can be made, intake will proceed. If not, the referring agency will be notified. If a person is considered ineligible for services, a Notification of Acceptance/Non-Acceptance will be completed and provided to the participant, their legal guardian, referent, and residential provider that will include the reasons why and recommendation for alternative services. A copy of the notification will be maintained on site.

Medications

PHASE-Industries-Industries staff do not provide medication administration or assistance while receiving Vocational Rehabilitation contracted services.

Non-Discrimination

PHASE-Industries-INDUSTRIES does not discriminate in serving individuals because of race, color, creed, religion, age, sex, sexual orientation, disability, national origin, familial status, status with regard to public assistance and any other qualities which may not be included now or at a future date. PHASE-Industries will comply with all state and federal laws and regulations regarding employment. An Equal Opportunity Policy statement is included in the Affirmative Action Plan.

Positive Interventions

Participants receiving employment service supports from PHASE-Industries are either employed by a business in the community or are seeking to become employed by a business in the community. Therefore, appropriate workplace conduct is necessary for successful individualized community integrated employment. PHASE-Industries support staff coach participants in appropriate workplace behavior as determined by the employer. The employer's policies will direct workplace actions to be taken in the case of workplace misconduct.

Transfers, Termination and Re-Entry Procedures

All transfer requests are reviewed and accepted at the discretion of the PHASE-Industries staff. Transfers will be approved if it is in the best interest of the participant and they meet the eligibility criteria.

Services offered by PHASE-Industries may be terminated for one or any of the following reasons:

- If you refuse to participate in services
- If you move out of the service area

- If there is no funding source for the services, you receive.

If services are discontinued, we will provide you with employment assistance resources to contact if you request them.

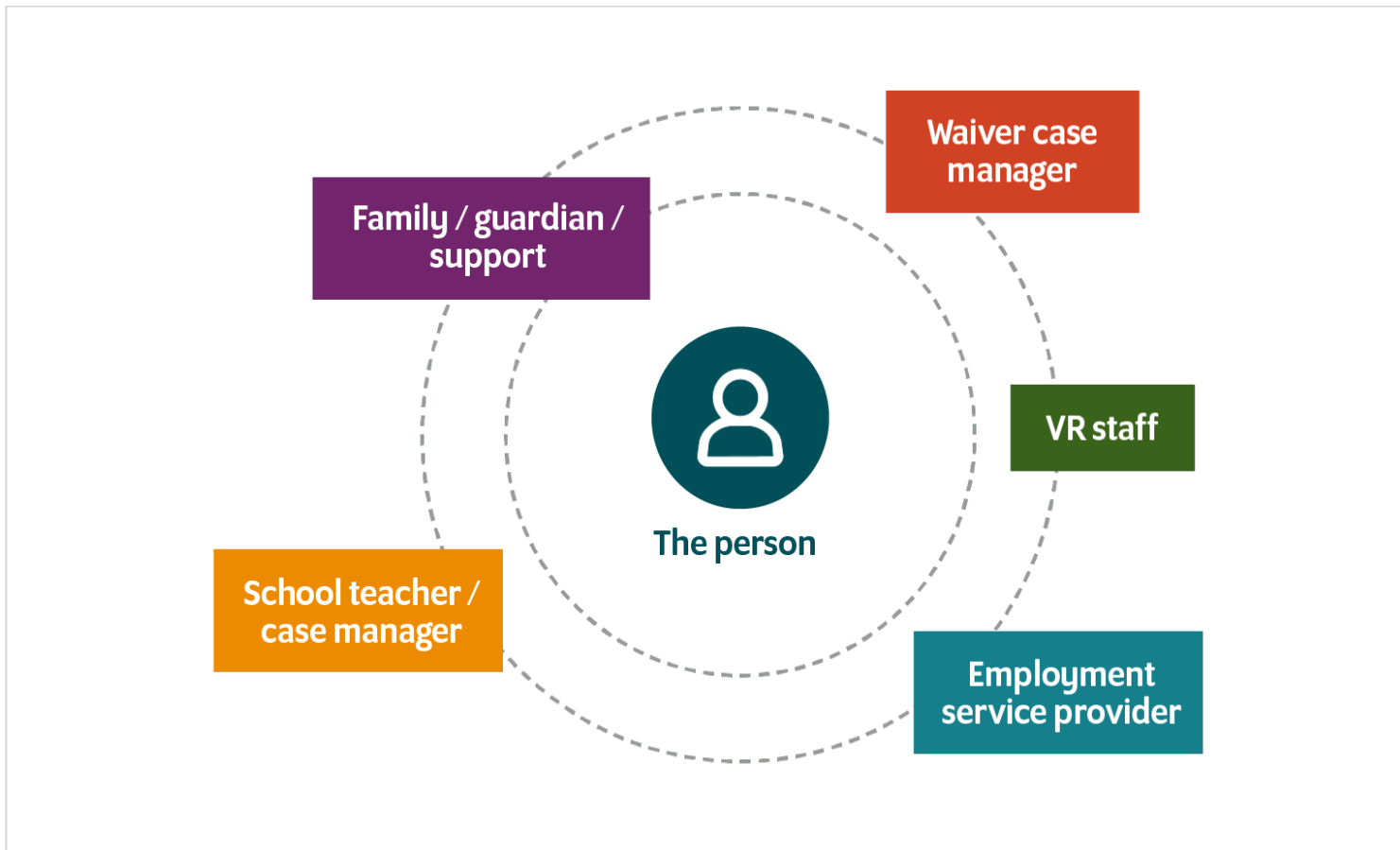
You may apply for readmission to the PHASE-Industries Employment Services at any time provided that you reside in the service delivery area and have a referral from a financial sponsor. In some cases, you may need to complete intake documents. You must also meet all criteria for admission in PHASE-Industries Employment Services identified in the Admission Criteria.

Roles and Responsibilities

From Disability Hub MN www.disabilityhubmn.org

There are many people and professionals who play a role in supporting someone to explore, find and maintain employment.

Read an overview of the various roles to understand what you can expect from each member of the team as you build an employment plan.



Your Role

You drive the employment plan.

You communicate interests, choose supports, invite people into the support team and actively engage in the job search process. You may rely on other team members to help understand services, processes, options, and many parts of exploring, pursuing and maintaining employment — but you remain the decision maker. If you are a minor or under guardianship, the family or guardian must also be involved in these decisions.

You are responsible for:

- Sharing interest in employment
- Engaging in employment planning and conversations
- Making informed choices
- Approving and agreeing to the employment plan
- Choosing which employment supports to receive and from whom
- Participate in services and take actions needed to fulfill the employment plan
- Communicate with team members throughout the employment journey

Family, guardian or other support person are responsible for:

- Supporting you in their decisions
- Helping you communicate any questions or concerns about employment to the team
- Assisting you in having experiences, learning, trying new things, understanding options (such as which services you receive and who is on your team), communicating interests and making decisions
- Participate in planning meetings, if requested by you (for adults not under guardianship)
- Provide approvals and signatures for planned services (for minor youth or adults under guardianship)
- Help to identify and activate informal supports
- Supporting the logistics of employment (such as transportation, schedules and impact on other life activities)

The waiver case manager helps you identify, access and navigate needed supports and services.

This includes social, health, educational, vocational and financial services. The waiver case manager provides you with the information needed to make informed choices. The waiver case manager assesses your needs, creates service plans, offers referrals to appropriate services and monitors service delivery.

In the context of employment, the waiver case manager is responsible for:

- Asking you about employment, communicating importance of employment and supporting informed choices about employment
- Finding employment services that can help you on your employment path and authorizing any waiver services or referring to other sources of services (such as Vocational Rehabilitation Services)
- Organizing team meetings to discuss progress toward your employment goals
- Ensuring other services (such as day services) are coordinated with your employment goals and "wrap around" your employment services

- Participating in or providing information for VRS planning meetings, IEP meetings or other employment-related meetings

Vocational rehabilitation services counselors help people with disabilities who have barriers to employment to prepare for, secure, retain, advance in, or regain competitive integrated employment.

Vocational rehabilitation services vary depending on individual need. Career goals for community employment are identified by using a person-centered approach, promoting informed choice and self-sufficiency, and providing access to resources and services.

Vocational rehabilitation counselors are responsible for:

- Helping you with the application for vocational rehabilitation services
- Determining eligibility for and priority of vocational rehabilitation services
- Helping you develop job goals and a plan for pursuing competitive integrated employment, including identifying the appropriate vocational rehabilitation services
- Providing the identified services, such as job search, or authorizing an employment service provider to provide these services
- Providing initial job supports (through an employment service provider) and then ensuring availability of any long-term support services needed to maintain employment
- Participating in or providing information for waiver planning meetings, IEP meetings or other employment-related meetings

PHASE-Industries-Industries support staff help you reach employment goals by delivering the services identified in your employment plan.

PHASE-Industries-Industries may be involved during the entire employment journey — exploring employment, searching for employment and maintaining employment — or only during specific stages.

PHASE-Industries-Industries support staff are responsible for:

- Delivering the employment services as agreed upon in your employment plan and service authorizations
- Communicating with you and your team on status and progress of employment services, including whether changes are needed in the plan
- Participating in or providing information for team meetings on the status and progression of your employment services

Special education teachers and school case managers help students — especially transition-age youth — plan and prepare for life after high school.

Employment is a critical component of life after high school. Special education teachers and school case managers help students think about employment, get introduced to the world of work and gain the skills needed to succeed in the adult world.

Special education teachers and school case managers are responsible for:

- Organizing and scheduling IEP meetings, which may include county case managers, representatives from other partnering agencies, the student, and the student's parent or guardian
- Incorporating employment into the student's transition plan, including identifying employment interests and goals
- Coordinating IEP goals with the student's employment and transition plans

- Partnering with the work coordinator to make sure the student gains work experiences that support employment interests and help prepare the student for the work world
- Ensuring the student enrolls in career and technical education courses
- Participating in or providing information for waiver planning meetings, VRS meetings or other employment-related meetings

Your Plan

You must understand and be a part of your admission and planning your services. We also ask that you be the lead person in making decisions about your services, the development of your employment plan and any revisions to that plan. When your Employment Services Manager / Employment Consultant is confident that you understand your plan, he/she will ask you to sign the plan giving informed consent. This tells us that you understand and agree to the services you will receive from PHASE-Industries. Your Employment Services Manager/Employment Consultant will have ongoing contact with you and will review your progress on goals established in your employment plan. You have the right to request changes in the plan as well as in the current employment opportunities. Your individual cultural and religious wishes will be taken into consideration when developing your services. You must inform your supervisor of those needs or wishes.

Your Outcome Support Plan for Waivered Services:

Your Coordinated Support Plan Addendum (CSPA) will be developed following a 45-day assessment period and annually thereafter. This will be discussed and approved by you and your support services team. Your input is vital to a successful plan and you will be asked to sign your CSPA to give informed consent once the plan is understood by you. As part of your CSPA, your outcome support plan will include:

- A. Goals and objectives
- B. Methods: Specific behavioral and teaching techniques
- C. Equipment and materials needed
- D. Changes and modification to the social and physical environment
- E. Learning styles and Mode of Communication
- F. Reinforcements
- G. Frequency it is to be run
- H. Data collection method

Your employment support plan for Vocational Rehabilitation Contracted Services:

As a participant of PHASE-Industries Employment Services, you will have an Employment Plan that is developed with you, and Employment Consultant and a Vocational Rehabilitation Counselor. The Employment Plan will include your employment goals and objectives (strategies) to achieve those goals. The Employment Plan identifies roles and responsibilities of you, the Employment Consultant and the Vocational Rehabilitation Counselor. Progress meetings with you and your team will be identified during the employment planning development. The Employment Consultant will discuss your progress with you each time you meet. You'll discuss what is working, what isn't working and accommodations / assistive technology, if needed.

Disclosing a Disability and Requesting Accommodations

The Americans with Disabilities Act (ADA) lays out workplace rights for people with disabilities. The ADA makes it illegal to discriminate against people with disabilities in the workplace.

The ADA gives the right to reasonable accommodations for those who:

- Work for an employer with 15 or more employees (or a state or local government)
- Have a disability as defined by the ADA
- Need the accommodation because of the disability

For more information on the ADA and accommodations, check

out <https://disabilityhubmn.org/your-options/work/supports-and-accommodations-at-work>

Your Voice at PHASE-Industries

PHASE-Industries offers you several ways in which to share your thoughts, opinions and concerns with your co-workers and staff.

- You can meet with your Employment Consultant, Employment Services Manager and / or Employment and Development Director.
- You can complete satisfaction surveys on how we are doing.
- You can join us to participate in Disability Day at the Capital.
- We will share new advocacy opportunities with you as we learn about them.
- You can speak with other PHASE-Industries participants who are considering working in the community.

Responsibilities and Work-place Rules

1. Follow the policies and procedures of the business you are working at. You can choose to have your Employment Consultant help you learn and understand those.
2. Be ready at the time and place designated if PHASE-Industries is providing your transportation.
3. Your workday is determined by your employer. By law you have the right to have fifteen (15) minutes off for every four hours you work. Most employers will offer a thirty (30) minute unpaid lunch break if you work more than four hours. If you are a student who receives services as part of a work for school credit program, your schedule will be determined by your academic needs and will follow the school calendar, unless determined by the IEP team. If you are working and receiving placement and retention services and ESS 1:1, you and your employer will determine what hours, days and shifts you will work. All physicals, medical information and safety training will be addressed by your employer.
4. No exchange of gifts, money, or gratuities.
5. The days and hours you will be receiving supports and services from the Employment Consultant will be determined at your intake meeting and reviewed with you regularly.
6. Contact your Employment Consultant and work supervisor, when applicable, if you will miss an entire day. Contact the Employment Services Manager if the Employment Consultant is not available. See Service Providers for contact information.

7. Notify your Employment Consultant at least two days in advance when you going to take time off.
8. Perform your job the best you can.
9. PHASE-Industries does not provide PTO (paid time off) to participants in the Employment Services Programs. Once you obtain employment, you will follow your employer's policies and procedures for vacation time.
10. Maintain appropriate hygiene.
11. Treat others with respect.
12. Avoid using profanity.
13. Follow all safety rules at your work location.
14. Wear clean clothes that are right for work. *These are general guidelines regarding dress code. Specific requirements should be discussed with your supervisor.*
 - PHASE-Industries and your work site enforce a dress code in compliance with OSHA (Occupational Safety and Health Administration) regulations to help ensure worker comfort and safety on the job. These requirements may vary depending on the site in which you are working or training.
 - When uniforms are not provided, casual work clothes, slacks or jeans, knit shirts or sweatshirts are acceptable. Do not wear shorts, halter tops, open-toed shoes, sandals, high heels, long skirts or skirts that don't cover at least one half of the thigh. Do not wear clothing that you do not want ruined.
 - Avoid wearing tight fitting shirts or have a low-cut neckline,
 - Pants must be kept at waist level with no undergarments showing.
 - Avoid wearing dangling bracelets or earrings.
15. Give a two-week notice if resigning from a job.
16. Smoke only in designated areas.
17. Limit personal phone calls to break times and in case of an emergency.
18. You may not have, give to someone else, sell, use or be under the influence of illegal drugs, abuse of prescription drugs or be under the influence of alcohol while receiving services from PHASE-Industries-Industries.

Inclement Weather and Emergency Closings

Rarely, delays and closings of the agency occur and are called by the Executive Director or his/her Designee. PHASE-Industries-INDUSTRIES will make every effort to be open for the benefit of our program participants and employees, however, there may be days when PHASE-Industries-INDUSTRIES has closed due to inclement weather or an emergency. The following is a list of sources to reference for delay and/or closing information: text PHASE-Industries-INDUSTRIES to 292929, WCMP 1350 AM, 100.9 FM, (PHASE-Industries-INDUSTRIES) WCCO 4, KARE 11, KBK (Industries), the automatic call-alert/text alert (all), and PHASE-Industries-INDUSTRIES website notification (www.pinehab.org).

Staff Qualifications

Each participant at PHASE-Industries will have a Employment Services Manager and an Employment Consultant.

Employment Services Manager Qualifications:

- (1) a baccalaureate degree in a field related to human services, and one year of full-time work experience providing direct care services to persons with disabilities or persons age 65 and older;
 - (2) an associate degree in a field related to human services, and two years of full-time work experience providing direct care services to persons with disabilities or persons age 65 and older;
 - (3) a diploma in a field related to human services from an accredited postsecondary institution and three years of full-time work experience providing direct care services to persons with disabilities or persons age 65 and older;
- or
- (4) a minimum of 50 hours of education and training related to human services and disabilities; and
 - (5) four years of full-time work experience providing direct care services to persons with disabilities or persons age 65 and older under the supervision of a staff person who meets the qualifications identified in clauses (1) to (3); and
 - (6) a minimum of three years supervisory level experience in a program providing support services to persons with disabilities or persons age 65 and older.

You will primarily be working with an Employment Consultant. All staff at PHASE-Industries-Industries complete 3 hours of annual training. This includes First Aid and CPR.

Employee Classifications and Staff Positions

Individuals who work at PHASE-Industries who are receiving services are referred to as program participants and individuals who provide support and supervision are called staff, Employment Consultants or Direct Support Professional (DSP).

PHASE-Industries is an equal opportunity employer and all participants are able to apply for staff positions they are qualified for. Participants who are employed in staff positions can no longer receive services from PHASE-Industries.

Resources

VRS - Serving: Chisago, Isanti, Kanabec, Mille Lacs and Pine County (adults)
140 Buchanan St Ste 152
Cambridge, MN 55008-1640
763.279.4492 V 763.689.7140 Fax

VRS – Serving Carlton and Pine County (youth)
Carlton County Government Center 14 11th St N Ste 140
Cloquet, MN 55720-1607 218.878.5000 V 218.878.4409 Fax Serving: CARLTON COUNTY,
PINE COUNTY (Youth)

Isanti County Family Services

1700 East Rum River Drive South, Suite A
Cambridge, MN 55008
763-689-1711

Pine County Department of Human Services

130 Oriole Street East, Suite 1
Sandstone, MN 55072
320-591-1570

Kanabec County Family Service Department

905 East Forest Avenue, Suite 150
Mora, MN 55051
320-679-6350

Mille Lacs County Family Services

Courthouse Square
525 Second Street SE
Milaca, MN 56353
320-983-8208

Chisago County Health and Human Services

313 North Main Street, Room 239
Center City, MN 55012
651-213-5214

Carlton County Human Service Center

14 North 11th Street, P.O. Box 650
Cloquet, MN 55720
218-879-4583

Disability Hub MN

A free statewide resource network that helps people solve problems, navigate the system and plan for your future.

www.disabilityhubmn.org

1.866.333.2466

ConnectAbility of MN

Help to access transportation

www.connectabilitymn.org

320.253.0765

Equal Employment Opportunity Commission

www.eeoc.gov

Job Accommodations Network (JAN)

<https://askjan.org>

Americans with Disabilities Act (ADA)

<https://www.ada.gov>

Region 7E Mental Health Resources

www.adultmentalhealth.org

East Central Crisis Services

800.523.3333

Lakes and Pines Community Action Council

320.679.1800

800.832.6082

Family Pathways Food Shelf

www.familypathways.org

Second Harvest Heartland SNAP

651.387.1606

Minnesota Programs Application

<https://mnbenefits.mn.gov>

NAMI

www.namimn.org

MN Adult Abuse Reporting Center

844.880.1574

Disability Benefits 101

<https://mn.db101.org>

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PHASE-Industries-INDUSTRIES Employment Services

Handbook and Policy Signature Page

Name: Click or tap here to enter text.

Date: Click or tap here to enter text.

Today's support team meeting was a/an:

<input type="checkbox"/> VR Services Intake / First Day of Service Meeting	<input type="checkbox"/> VR Services Click or tap here to enter text.	<input type="checkbox"/> VR Services Click or tap here to enter text.
<input type="checkbox"/> 245D Intake Meeting	<input type="checkbox"/> 245D 45/60 Day Meeting	<input type="checkbox"/> 245D Semi-Annual Meeting
<input type="checkbox"/> 245D Annual Meeting	<input type="checkbox"/> 245D Other Click or tap here to enter text.	<input type="checkbox"/> Other Click or tap here to enter text.

Today, as support team members, we reviewed and were able to ask questions regarding the following documents:

<input checked="" type="checkbox"/> Employment Services Handbook	<input checked="" type="checkbox"/> Scope of Services to be provided	<input checked="" type="checkbox"/> Roles and Responsibilities of you and your team members
<input checked="" type="checkbox"/> Rights of Persons Served	<input type="checkbox"/> 245D Individual Abuse Prevention Plan (IAPP)	<input checked="" type="checkbox"/> 245D Policies
<input type="checkbox"/> 245D Financial Authorization	<input type="checkbox"/> 245D Self-Management Assessment (SMA)	<input type="checkbox"/> Meeting Minutes with Attendance Notes
<input type="checkbox"/> 245D Authorization for Medication and Treatment Administration	<input type="checkbox"/> 245D CSSP Addendum	<input checked="" type="checkbox"/> Data Sheet
<input type="checkbox"/> 245D Authorization and Agreement for Injectable Medication	<input checked="" type="checkbox"/> Service Outcomes	<input checked="" type="checkbox"/> Standard Release of Information
<input type="checkbox"/> 245D Authorization to Act in a Medical Emergency	<input type="checkbox"/> Progress Report with Recommendations	<input type="checkbox"/> Other:

Acknowledgement:

By having my dated signature on this form, I am indicating that I have reviewed and approved the documents listed above that have a checkmark in the box. With my dated signature, I am also acknowledging and agreeing to the changes that are contained within these documents with my approval for implementation.

Please note:

Per MN Statutes, section 245D.071, subdivision 4, (c), within 20 working days of the 45-day planning meeting (and within 10 working days of the service plan review meeting), the assessment and the addendum must be submitted to and dated signatures obtained dated by the person served and/or legal representative and case manager to document completion and approval.

Per MN Statutes, section 245D.071, subdivision 4, (c); and subdivision 5, (c); if within 10 working days of this submission, the person served and/or legal representative or case manager has not signed and returned to the license holder the assessment and *Coordinated Service and Support Plan Addendum* or has not proposed written modification to its submission, the submission is deemed approved and in effect. It will remain in effect until the next annual month or until the person served and/or legal representative or case manager submits a written request to revise them.

SIGNATURE PAGE

PRINTED NAME	SIGNATURES	DATE
Person served: Click or tap here to enter text.	Person served:	Date: Click or tap here to enter text.
Legal representative: Click or tap here to enter text.	Legal representative:	Date: Click or tap here to enter text.
Case manager: Click or tap here to enter text.	Case manager:	Date: Click or tap here to enter text.
Licensed provider: Click or tap here to enter text.	Licensed provider:	Date: Click or tap here to enter text.
Licensed provider: Click or tap here to enter text.	Licensed provider:	Date: Click or tap here to enter text.
Other support team member: Click or tap here to enter text.	Other support team member:	Date: Click or tap here to enter text.
Other support team member: Click or tap here to enter text.	Other support team member:	Date: Click or tap here to enter text.