

ProWorks, Inc.
Consumer Policies & Procedures

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The policies & procedures contained within this document are written for informational purposes only; this document does not claim to contain all policies and procedures relating to ProWorks services or business operations, nor should it be considered to be a part of any employment contract or agreement; each “new” employee or volunteer will review these policies & procedures during their initial orientation; the “official” policy & procedure manual will be kept in the Executive Director’s office, and may be reviewed at any time. ProWorks’ Executive Director is given the authority and responsibility to interpret written policy or procedure, and to determine policy or procedure for any situation not currently addressed. Anyone may copy part or the entire policy & procedure manual; however, they must know that policies & procedures are subject to change, and they may not possess the most recent changes to this document.

Mission Statement: ProWorks provides adult day training & habilitation services; based upon the premise that every person challenged by limitations of mind or body possesses an inherent capacity to achieve some level of vocational independence; ProWorks provides training and care which encourages each person to develop or maintain their natural abilities.

ProWorks Board of Directors / Administrative Responsibility: ProWorks is a private, non-profit corporation, licensed by the MN Department of Human Services, to provide adult day training & habilitation services to persons with developmental disabilities and other related conditions; ProWorks is governed by a six-member Board of Directors. The annual meeting of the corporation, for the purpose of election of officers, is held annually, on the fourth Tuesday in March; regular meetings of the Board are held on the first Tuesday in February, the fourth Tuesdays in April, July and October, and the first Tuesday in December.

ProWorks’ Executive Director is responsible for program development, implementation and employee relations; the Director may delegate this authority, but remains accountable for such delegations. ProWorks personnel must recognize that the Board of Directors are not required to meet and negotiate on matters of governance and inherent managerial responsibilities - this includes, but is not limited to, program direction, services or budget.

Furthermore, ProWorks’ Executive Director is given the responsibility and authority to interpret existing policy or procedure, and determine policy or procedure for any situation not currently addressed in written policy or procedure; the Executive Director may correct written policy or procedure provided their content remains unchanged. Any person or group may request an opportunity to discuss a specific “issue” with the Board; their request to be placed on the agenda may be made to the Executive Director or the Board’s Chairperson.

Statement of Affirmative Action: ProWorks will not discriminate against any applicant or consumer on the basis of race, sex or sexual orientation*, creed, religion, age, marital

status, national origin, color, public assistance status or disability; this commitment extends to all phases of service provision - including, but not limited to admission, suspension, discharge, vocational placement, work force reduction, training and care and all other conditions or privileges associated with the provision of services; reasonable accommodations will be made as required under the Americans with Disabilities Act (ADA).

***Note:** Minnesota defines sexual orientation as “having or being perceived as having an emotional, physical or sexual attachment to another person without regard to the sex of that person or having or being perceived as having an orientation for such attachment or having or being perceived as having a self-image or identity not traditionally associated with one’s biological maleness or femaleness.” Sexual orientation does not include physical or sexual attachment to children by an adult.

Admission Criteria: ProWorks provides adult day training & habilitation (DT&H) services to persons with developmental disabilities or related conditions who are 18 years of age and older, reside within a 30 mile radius of Litchfield and are willing and able to participate in the services requested. ProWorks may agree to serve a person less than 18 years of age if a request for services is made, a funding source (usually county or school district) can be found, and the MN Department of Human Services grants a *Request for Variance* to serve a person less than 18 years of age.

ProWorks’ **Prevocational Services**, provided under TBI-W and CADI-W, are designed to prepare individuals for paid or unpaid employment, but are not job-task oriented; prevocational services attempt to teach job-related concepts, such as attendance, task completion, problem solving, compliance and safety; prevocational services are provided to individuals who are not expected to be able to join the “general” work force or participate in transitional “sheltered workshop” service within one year (excluding supported employment programs).

Admission Procedure:

Referral: The applicant’s case manager will complete and submit an *Application for Day Training & Habilitation Services, Individual Service Plan (ISP)* and a *Risk Management Plan (RMP)* to ProWorks’ Director or Program Coordinator.

Referral Meeting: ProWorks’ Program Coordinator will set up a referral meeting with the applicant, their legal representative, case manager and involved family members; the referral meeting will usually be held at ProWorks main building - this will allow visitors an opportunity to tour ProWorks’ center-based program if they wish to do so.

At the referral meeting, team members will discuss:

- 1) The applicant’s expectations - wants and needs.
- 2) The case manager’s expectations as outlined in the person’s ISP.

- 3) Known areas of vulnerability identified in the RMP.
- 4) Can ProWorks adequately meet everyone's expectations?
- 5) ProWorks' *Consumer Rights & Responsibilities* and *Consumer Policies & Procedures*
- 6) What is the applicant's decision? What is ProWorks' decision?
- 7) Are there additional considerations to be addressed?

If the team agrees that ProWorks is able to meet the identified needs of the applicant, an "intake meeting" will be scheduled; if ProWorks does not agree to provide services, the applicant, their legal representative or their case manager may appeal the decision.

The following criteria may be applied in determining whether ProWorks can develop services to meet the needs of the applicant as identified in their *Individual Service Plan* or their *Risk Management Plan*:

- 1) The parent or legal guardian provides reasonable assurance that the applicant will attend on a regular basis.
- 2) The applicant's admission to the program will not cause ProWorks to exceed its licensed capacity.
- 3) Availability of "generic" community resources.
- 4) The applicant does not require therapies or procedures, which ProWorks personnel cannot legally provide.
- 5) "Reasonable accommodations" can be made to adequately meet the applicant's needs within existing resources.
- 6) If the applicant is the responsibility of a county other than Meeker, Meeker County Social Services must approve the placement.

Intake Meeting: At this meeting, team members will come to a final agreement on the services to be provided; the intake meeting may actually be a continuation of the referral meeting. ProWorks Program Coordinator will give the applicant or their legal representative a copy of ProWorks Maltreatment Prevention Plan, and gather the required case manager and legal representative signatures. At this time, the Program Coordinator must have a completed Application for Services, an Individual Service Plan (ISP) which states the need for and the expected outcomes of day training & habilitation services, a physical examination dated no more than 365 days prior to the applicant's admission date, immunization records, psychological evaluation and host county approval - when necessary; at this meeting, services will be coordinated with other

individuals and agencies providing services to the individual - service coordination is an ongoing process, and will, therefore, be reviewed as necessary. An admission date will be set and ProWorks' Board of Directors will formally approve the admission of this person at the next regularly scheduled board meeting.

Forty-Five Day Review: Within 45 program days, after the person's admission date, their interdisciplinary team will meet to review the person's assessments, Risk Management Plan, adaptation to the program and set long/short term goals for the Provider Implementation Plan. If the team concurs that ProWorks' ability to meet the needs of the person is consistent with the host county's identification of needs for that individual, and the placement will be beneficial to the person, they will be considered non-probationary. If the review is not held within 45 program days, the reason(s) will be documented in the person's file.

By the person's 45-day review, their admission file will contain: a picture of the person, Risk Management Plan, Host County Approval for Out-of-County Applicant Placement, evidence of person orientation to their data privacy rights, statement of orientation to the ProWorks Maltreatment Prevention Plan, Authorization to Administer Medications Form(s), medical, therapeutic and rehabilitative needs in accordance with requests from the case manager, adaptations related to instruction, equipment or environment that are needed to facilitate service delivery and situations identified in the community for cooperative arrangements with community businesses and organizations to facilitate provision of employment opportunities, opportunities for social interaction with non-disabled persons, and opportunities for training at service sites not owned or leased by the provider, in which skills are needed and in which training and reassessment will occur.

Consumer Data File: ProWorks will maintain the following information for each consumer:

- 1) Identifying information which includes their: birth date, medications, legal representative, names and contact information of family and other support people, any personal historical information, medical and other pertinent information specific to the individual.
- 2) Health information, including medication administration and monitoring information.
- 3) Individual Service Plan, or if an ISP is unavailable, ProWorks will send a written request, to the individual's case manager, to provide a copy of their ISP, and will inform the individual's legal representative of their right to receive an ISP; the written request will remain in the individual's file until an ISP is received.
- 4) Assessments, analysis, summaries and recommendations, progress review reports, incidents involving the individual and discharge summary if applicable.

- 5) Record of other license holders serving the consumer that includes a contact person and telephone numbers, services being provided, services that require coordination between two license holders, and name of staff responsible for coordination.
- 6) Information about verbal aggression directed at the consumer by another consumer.
- 7) Information about self-abuse.

Access to Consumer Data File: The following people will have access to the Consumer Data File:

- 1) The consumer, their legal representative, their case manager, and anyone properly authorized by the consumer or their legal representative.
- 2) Staff providing direct services to the consumer – unless the information is not relevant to carrying out the ISP.

Consumer Data File - Record Retention: ProWorks will retain Consumer Data Files for at least three years following termination of services.

Absences and Fees: When a person is admitted to ProWorks' program, their interdisciplinary team determines the number of program days per year that they will require; this decision is based upon the person's needs as identified in the person's ISP. ProWorks assesses no fees for day training & habilitation services to the consumer or their family.

Suspension Policy: When a person's behavior presents an immediate and serious danger to the health and safety of that individual or others, ProWorks' Director or Program Coordinator may temporarily suspend services to the person.

Suspension Procedure:

- 1) ProWorks' Director or Program Coordinator will document that the person's behavior presents an immediate and serious danger to the health and safety of the individual or others; this documentation will include a description of the behavior prompting the suspension, including the frequency, intensity and duration, and the events leading up to the behavior; actions taken in response to the behavior including program changes and consultation with experts not employed by ProWorks.
- 2) Within 24 hours, ProWorks' Director or Program Coordinator will notify the person's legal representative and case manager of the suspension.
- 3) ProWorks will work with the appropriate county agency to develop reasonable alternatives to protect the individual and others, during the service suspension.

4) If a person's aggression becomes so severe as to be considered criminal, and therefore clearly beyond reasonable expectation of ProWorks personnel, local law enforcement will be called to provide assistance.

Termination Policy: ProWorks will terminate the provision of services to a person when, 1) the person's legal guardian requests that services be terminated, or has determined that ProWorks services are no longer needed; 2) the person moves from Meeker County, or 3) the person's behavior constitutes an immediate danger to themselves or others.

Termination of Services Procedure:

1) When ProWorks' Director receives notification from the case manager that a person needs to be discharged due to non-behavioral reasons, a mutually agreeable date will be set for the person's discharge review; when possible, the person, their parents or legal guardian and primary care giver, county case manager, ProWorks' Director, Program Coordinator and others possessing pertinent information will attend the review; a discharge date will be set at the review.

2) When ProWorks' Director initiates termination of services to a person, the person's case manager and legal guardian will be given 60 days written notice of the service termination; this notice will include those situations that began with a temporary service suspension; this written notice will state that the individual has a right to seek a temporary order staying the suspension or termination.

- A) ProWorks will provide information requested by the person or their legal guardian or case manager when services are suspended or upon notice of termination.
- B) ProWorks will document actions taken to minimize or eliminate the need for service termination, or service suspension, prior to giving notice of either.

Appeals Procedure for Admission, Suspension and Discharge:

If the Director has determined that a person should not be admitted, suspended or terminated from ProWorks, the person or their legal representative may seek a temporary order staying the suspension/termination (256.045.subdivision 4a or 6c).

Other Considerations (for Admission, Suspension and Discharge)

1) Policies and procedures, to be followed by the ProWorks and the Meeker County Social Services Department, in relation to admission, suspension and discharge must be in the Host County Contract and the Three-Party Agreement.

2) Records of application for admission, suspension or discharge will be kept four years; once a person is admitted the application materials become a part of their permanent file, and will be kept four years beyond their discharge date.

3) Records of suspension and discharge will be summarized and made available to the host county and DHS Commissioner at the time of the biennial redetermination of need.

Payroll Periods & Deductions: ProWorks consumers are paid every other Friday; this biweekly schedule allows for 26 pay periods annually. Deductions required by law are withheld; additional deductions require a written authorization from the employee.

Uncashed Checks: When a consumer has three outstanding “uncashed” checks, or one “uncashed” check, older than 60 days, a written notice will be sent to their casemanager, residential provider, parent and/or guardian; if this matter remains unresolved, Meeker County or ProWorks may file a vulnerable adult report, of financial mismanagement, against the irresponsible party.

If a check is determined to be “lost,” the individual’s casemanager, service provider, parent and/or guardian may submit a written request that the “net” amount of the lost check(s) be reissued. Prior to the issuance of the “new” check, however, the individual(s) submitting the request must cover all “stop payment” fees associated with the “lost” check(s). The present “stop payment” charge, at Wells Fargo National Bank, is \$29 per check.

Equipment & Materials: ProWorks will, within fiscal limitations, provide and maintain equipment and materials needed to carry out the goals and objectives of a consumer's Individual Program Plan.

Computer/Internet Acceptable Use Policy for Consumers: ProWorks may provide consumers an opportunity to use personal computers (PCs) owned by the agency, and some of these PCs may allow consumers access to the Internet; therefore, consumers must understand the following provisions regarding the “acceptable use” of these PC’s and the Internet:

- 1) The Internet offers vast resources of knowledge, and while most websites are “good;” there also exists many sites which “reasonable” people find “offensive;” these sites must not be accessed through a ProWorks PC. ProWorks computers must not be used to “access” or store “illegal” materials, such as: child pornography, images of rape or information typically associated with “terrorism.” Consumers must “surf” responsibly.
- 2) A consumer must be “courteous” in all internet communications - never use “offensive” or “inflammatory” language; a consumer must never offer their name, or any other personal information to anyone on the Internet.
- 3) A consumer must use ProWorks’ hardware and software properly.

- 4) A consumer may not “download” files, or “install” programs without verbal permission from their Program Manager; they must observe all copyright laws and licensing agreements.
- 5) Internet access is a privilege - not a right. A person’s Internet activity may be monitored.

No Work Policy: ProWorks consumers record their time worked on their time card; a time clock is available in the ProWorks building; when center-based or community-based work is not available, ProWorks consumers will not use the time clock, and will be considered released from the work. ProWorks provides adult day training & habilitation services in four basic domains: 1) vocational, 2) community, 3) living skills and 4) leisure/recreation; when a consumer is released from work, an alternate schedule will be followed - each person will receive training to meet other needs identified in their IPP.

Transportation Policy

ProWorks will provide transportation to persons, residing within a 30 mile radius of Litchfield, from their primary residence to their program site in the morning and returned to their primary residence in the afternoon. An individual’s morning pick-up and afternoon drop-off will typically be from and to their “primary residence.” In fairness to other passengers, requests for transport from and to other locations may not be granted. Additionally, in fairness to other individuals receiving services, ProWorks may not be able to provide for the transport of a person who becomes ill, or requires transport at times which do not correspond with regular route schedules; the person's primary care giver will be called upon to provide this transportation. All transport services must be approved by ProWorks’ Director prior to transport.

Community-Based Employment Transport Policy: ProWorks may opt to provide transportation to and from community worksites, and may subsequently charge a transport fee to the client; however, when transportation is offered through ProWorks, the client is not obligated to use this transportation, and may choose to find transportation on their own.

Consumer Departure (During Scheduled Program Times): When necessary, a person may be released from the ProWorks, during regularly scheduled program times, to the care of an authorized person; such requests will be considered when they are in compliance with the Individual’s Program Plan (IPP) or determined by ProWorks Director or a Program Coordinator to be in the person's best interest.

Persons served by ProWorks will be released to persons whose names appear on the authorization; release to anyone else will be at the discretion of the ProWorks Director or a Program Coordinator. Families and residential providers are urged to keep the authorization lists current.

Procedures:

- 1) The authorized person desiring to remove a person from the ProWorks program should provide ample notice (24 hours) to the ProWorks Director or a Program Coordinator of the departure; this will allow for the necessary program changes to be made. Without ample notice there can be no guarantee that the person will be ready for departure at the desired time.
- 2) The ProWorks Director or Program Coordinator will inform the Business Manager and all necessary personnel of the early departure, and will ensure that all the necessary arrangements are made.
- 3) Prior to departure, the person removing a consumer from ProWorks will sign a release located in the Business Manager's office.

Power Equipment: consumers chosen to work a job which involves hazardous machinery, tools or substances must have the approval of their case manager prior to placement on such a job; care will be taken that consumers placed in such situations are capable of learning the safety measures required of the job, and that there is reasonable assurance that the person can handle the machines, tools and substances safely. A consumer engaged in potentially hazardous work would be supervised at the level required by their IPP.

All machines will be arranged so that workers are protected from the hazards of other machinery; all moving parts will be protected; all equipment control switches will be easily accessible to the operator from their normal working position; all machines will be equipped to prevent automatic restart following a power outage.

Protective goggles and earplugs will be provided and required for use with all work where eye or hearing hazards exist. Some jobs may also require the use of gloves, hard-toed shoes or other special clothing. If the job is more safely performed with special clothing, such clothing will be made available to the person; such clothing will be required.

Persons working with power equipment will remove rings and other jewelry. Sleeves will be rolled up and long hair tied back or contained in a cap or hair net when operating power equipment.

Cardiopulmonary Resuscitation (CPR): A ProWorks employee trained in CPR (American Heart Association or American Red Cross) will be available at each service site where there is a person whose ISP states the need for such training.

Consumer Grievance Policy: a grievance is any disagreement or problem between ProWorks and a person receiving ProWorks' services; their legal guardian or their designated representative may represent the person.

Consumer Grievance Procedure:

1) Every effort should be made to resolve minor disputes, with the person's job coach or supervisor, as quickly as possible; if the person and their job coach or supervisor cannot resolve the dispute, an informal meeting with ProWorks' Program Coordinators, Work Coordinator, and Job Developer may be arranged.

2) If the dispute cannot be resolved at the informal meeting a written description of the problem, which clearly states the history of the problem and what has or has not been done to correct the situation, and the desired solution may be presented to ProWorks' Executive Director; there is no time line pertaining to the submission of the written description of the problem to the Executive Director, and this is simply to allow enough time for the problem to be resolved by agreements and compromises made during the informal meeting to be realized. Once the written description of the problem is received, the Executive Director will meet with the person and their legal guardian or designated representative, within ten (10) working days, in order to better understand their concerns and proposed solution, and will then explain any applicable policies, procedures or positions adopted by ProWorks, and may accept their proposed solution or offer a compromise. If an agreement is reached, the concern and the agreement will be presented to the ProWorks Board of Directors at the next regularly scheduled meeting.

3) If the dispute cannot be resolved following the meeting with the Executive Director, or if the dispute involves the Executive Director, If the dispute cannot be resolved at the informal meeting a written description of the problem, which clearly states the history of the problem and what has or has not been done to correct the situation, and the desired solution may be presented to ProWorks' Board of Directors President; a list of board members and their positions is posted in each building; there is no time line pertaining to the submission of the written description of the problem to the President, and this is simply to allow enough time for the problem to be resolved by agreements and compromises made during the meeting with the Executive Director to be realized. Once the written description of the problem is received, the President will discuss the matter with the person and their legal guardian or designated representative, within ten (10) working days, in order to better understand their concerns and proposed solution; this discussion will include whether this matter should be discussed at the next regularly scheduled meeting of the ProWorks Board of Directors, or whether a "special" meeting needs to be called, and will further determine whether the Executive Director should be present, or whether other ProWorks personnel need to be present.

This policy & procedure offers a written guideline that a person may follow in resolving a dispute; the steps need not be followed exactly, but it offers a simple and efficient method of "due process" towards the resolution of a dispute under "normal" conditions. When a disagreement exists, or a situation exists, the person must consider the following: how serious is the situation? has a crime been committed? who is the

perpetrator? does the disagreement simply involve modifying policy & procedure to better meet the needs of persons receiving services?

And finally, if the matter needs to be reported beyond the ProWorks Board of Directors, the person may contact the Meeker County Social Services Department or the MN Department of Human Services.

Quality Assurance Statement: ProWorks is committed to the provision of quality services and consumer satisfaction; this is achieved through both formal and informal discussion with interdisciplinary team members.

Review of Consumer Policies & Procedures: ProWorks Board of Directors will review Consumer Policies & Procedures as necessary.