

Lifeworks

PCA CHOICE PROGRAM MANUAL Customized Support

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Attachment – First Report of Injury

What Is Lifeworks

Lifeworks Services is a private, nonprofit organization serving more than 1,300 people with disabilities throughout Minnesota. Our Career Development and Social Enrichment services are available in the metro and Mankato areas and our Customized Support services are available statewide. Lifeworks was founded in 1965 by families of children with special needs.

Lifeworks Mission

The mission of Lifeworks is to serve the community and people with disabilities as they live and work together.

Lifeworks is passionately committed to fostering a greater understanding of people with disabilities so that they are heard, their interests are respected, and their contributions valued.

The People We Serve

The people Lifeworks serves in our Social Enrichment and Career Development programs have Developmental Disabilities and related disabilities such as cerebral palsy, epilepsy, and autism. In Customized Support we provide services to people with disabilities and the elderly.

PCA Choice Program

PCA Choice is a Personal Care Assistance program option that gives individuals more control over their own care by allowing them to hire, supervise and train their PCAs. Lifeworks is a PCA Choice provider with the State of Minnesota.

PCA Choice is one of several consumer directed services available in Minnesota. Consumer directed services have four key principles:

Freedom	The ability of individuals, with freely chosen family and friends, to plan and live a life with necessary support.
Support	The arranging of resources, both formal and informal, that will assist an individual to live a life he or she chooses.
Authority	The individuals control resources, both formal and informal, that will assist the individual to live a life he or she chooses.
Responsibility	Acceptance of the benefits and risks by an individual for choices made and accountability for spending money in ways that assure health and safety and that are life enhancing.

PCA Choice Gives You More Control Over Your Supports

With PCA Choice you decide who you want to hire to provide your care. You direct your supports. Because of this, we have chosen to refer to you as the **support manager** in this document. The rate of pay for PCA is set by the state and Lifeworks. As of July 2009 the rate for PCAs is \$12.05 per hour. Lifeworks bills the funding source \$15.92 per hour. The difference of these two rates covers the cost of taxes, worker's compensation and Lifeworks staff and expenses to support the program.

You are not able to bill directly to your funding source, you must use a Fiscal Support Entity (FSE). Lifeworks is a state approved FSE.

Services Offered Through Lifeworks

Fiscal Support Entity (FSE) or Fiscal Intermediary

Lifeworks is a Medical Assistance Enrolled Provider. As your FSE or fiscal intermediary, Lifeworks will bill the funding source, monitor your spending and send reports to you and the case manager/service coordinator if required.

Employer of Record

The support manager acts as the Co-Supervisor. Lifeworks manages the employment tasks and bills the state for services. The employment tasks include:

- Completing background checks and driving record checks.
- Verifying employment eligibility.
- Issuing paychecks.
- Withholding and filing employment taxes.
- Providing Workers' Compensation and liability insurance.
- Assisting with the employment relationship.

Lifeworks Fees

Service	Fee	Services Provided
PCA CHOICE	Employees are paid at \$3.01 per quarter hour or \$12.05 per hour, Lifeworks bills at the PCA rate of \$3.98 per quarter hour or \$15.92 per hour <i>This is based on the July 1, 2009 UN-COLA.</i>	Covers all employer taxes, worker's compensation, liability insurance, payroll processing, monitoring and billing
Qualified Professional	Lifeworks Bill Rate is \$6.96 per quarter hour. <i>This is based on the July 1, 2009 UN-COLA.</i>	Assists with care plan, supervision requirements, budget assistance and other tasks as determined at initial meeting.

Training

1. \$25 per person, per session, for Lifeworks' training sessions, includes CPR and First Aid.
2. Home Health Aide competency training is available for staff 16-17 year olds. Dates are determined monthly; please contact your coordinator for these dates.

Getting Started

After the client has had an assessment by a public health nurse or county case worker and you have chosen Lifeworks as your provider, a Lifeworks coordinator will come out and meet with you. When the coordinator meets with you, you will read and sign specific forms required for the PCA choice program.

PCA Care Plan

Lifeworks qualified professional (see QP responsibilities below) will complete the required PCA care plan when he/she meets with you at intake and will update every 6 months as needed. The plan contain what tasks the employee will be helping the client with on a daily basis (i.e. dressing, grooming, eating, bathing, etc.....) and behavioral intervention (if necessary). You will keep a copy of this plan at your home and available to your employees at all times.

Approval of Services

You and Lifeworks will both receive a Service Authorization from the Department of Human Services. The Service Authorization states the approved units and dates of services that you may utilize services. This document allows Lifeworks to bill the Department of Human Services.

Renewing Your Plan

You will receive a notice from the state of Minnesota 60 days before the client's service authorization ends. Lifeworks will send a reassessment form to the county 60-days before the end of the current service authorization. The county will then contact you directly to set up a time to come out to re-assess the client.

Qualified Professional Job Functions

Specific job functions are listed below:

Responsibilities will be agreed upon and initialed by the parents or guardians.

1. Care Plan development/ Renewal of Care Plan.
2. Orientation of the PCA's to cares and needs of individual.
3. Training PCA's to provide hand-on assistance with special health care tasks.
4. Supervision (direct and indirect) of PCA's to ensure that cares are provided correctly .
5. Communication of changes in clients needs to the provider, physician or others.

Qualified Professional Fees

Qualified Professional fees are billed in unit increments (1 unit = 15 minutes). These can include various tasks and activities such as: phone contacts/consults, meetings, travel time, time to research products/services, etc.

When You Start Staffing With Lifeworks

Lifeworks is required to have confirmation by the public health nurse of the dates and units authorized to you. In order for your staff to being working and receive payment, all employees are required to complete an application packet. This includes receiving a background study clearance from the Department of Human Services, which is conducted by Lifeworks HR Department.

When you transfer to Lifeworks from another agency, we **cannot** begin staffing until we receive the state authorization. A transfer of agency with the state takes about four to five weeks. Again, all employee paperwork must also be turned in completed, processed and DHS clearance by Lifeworks HR Department before staffing can begin.

In either situation, if your employees start working before you have received the okay from Lifeworks, they may not be paid for time worked.

Co-Supervisor Responsibilities

As the support manager, you have agreed to take on the responsibility of knowing and following the legal obligations. You are responsible for the selecting and supervising the employee(s). As a co-supervisor you need to be aware of and follow the policies in Lifeworks' Employee Handbook.

You are responsible for:

- Knowing and following Lifeworks policies in Lifeworks' Employee Handbook, including but not limited to its Equal Employment Opportunity, Harassment and Discrimination Policy, and Lifeworks' Code of Ethics. Your employee(s) will receive a copy of Lifeworks' Employee Handbook in the New Hire Packet provided by Lifeworks. Employees will receive notification when employee handbooks are updated. Updates will be available on-line.
- Maintaining a working environment that is free of intimidation, coercion and unlawful discrimination and harassment. **You must respond to any hint of harassment that you witness or hear about from employees or clients by contacting Human Resources immediately. An investigation involving all concerned parties will begin. There are many laws to follow and certain procedures to follow when investigating reports of harassment or discrimination.**
- If an employee believes there is a problem, then it is the position of Lifeworks that there is a problem. Your own value judgments about the alleged behavior are irrelevant.
- Creating a workplace that employees strive to communicate openly, and have a sense of control and value the mission of Lifeworks.
- Providing employees with support and recognition.
- Training employees on all Lifeworks policies
- Maintaining a safe workplace by ensuring Infection control procedures are in place to minimize the transmission of communicable disease and prevent infection when possible.
- Modeling the high value of safety to employees.
- Ensure employees receive proper medial attention if injured on the job and fill out the first report of injury form in a timely manner.
- It is Lifeworks policy to create a work environment of equal opportunity in which all persons are treated without regard to race, color, creed, religion, sex, sexual orientation, age, national origin, marital status, status with regard to public assistance, membership or activity in a local commission, disability or any other protected class status.
- It is Lifeworks policy that all employees have a right to work in an environment free from unlawful discrimination and harassment.

Selection of Employees

If you have chosen the PCA Choice model, you are responsible for selecting and hiring new employees.

Child Labor Laws

Employees must be 18 years of age. A person 16 to 18 years old may be a PCA if the person has participated in a related school-based job-training program or has completed a certified home health aide competency evaluation. There are guidelines for employees who are between 16 and 18 years of age. You must consult with Lifeworks regarding the employment of individuals between the ages of 16 and 18 in order to determine appropriate job duties and working hours

Interviewing

You will want to prepare some questions for the interview. All applicants for the same position must be asked the same questions. You will want to start the interview by giving the applicant information about the position, review the job description and the staffing hours for the position. Some questions you may want to ask are:

- What is your experience with people with disabilities?
- Why are you interested in this position?
- What work experience do you have?
- What did you like or dislike about those jobs?
- Ask if they are able to perform the duties on the job description. Then ask if there are tasks that may make them uncomfortable.
- Do you prefer a job that is highly structured or one that is more flexible?
- Tell me about a mistake you made in a previous job and how you handled it?
- What hours and days are you available?
- Tell them they will need to pass a background study for the job and ask if that will be a problem.

You cannot ask certain questions at any time during the applicant search or interview process. These questions, if asked, violate the Minnesota Human Rights Act. The following are guidelines on what you can or cannot ask or do during an interview.

References

Lifeworks does not check references on the employees you choose to hire. Employees are asked to include references on the application for employment. If you want to check references you may do so. Here are some guidelines for checking references:

- Tell the applicant that you will be checking references and ask if there is anyone they do not want you to contact.
- When you call the reference, ask to speak to someone that has direct knowledge of the applicant's performance. Some employers however will only let you talk with Human Resources and will only give dates of employment.
- Assure confidentiality. Begin the conversation by saying something like, *I am considering Sally Smith for employment and am calling to verify some information.* Ask question that verify basic information such as job title and responsibilities that he or she stated on their application. Check the length of time employed. Ask if they would rehire the individual.

New Employee Paperwork

New employees must complete the New Hire Packet and read the Employee Handbook and PCA Training Manual that Lifeworks provides. Included in the packet are an application, Department of Human Services provider enrollment packet, I-9, W-4, background check, driving record check if required, and PCA Training Manual. Please go over the packets with each new employee. Each employee and support manager are required to sign a copy of the job description, acknowledgement page of the Employee Handbook and understanding of PCA training manual.

When Lifeworks has received all the required forms and has completed the background study (as described below), the individual can begin working. **The individual cannot be paid for any time worked until all the employee information has been turned in and approval has been given to the employee and the support manager.** The pieces that are most often missed are copies of the documents listed on the back of the I-9 form. The HR department will send the new employee a hire letter and the coordinator will call the support manager to let them know when the employee is ready to work.

Background Study

Lifeworks will send the completed background study form to DHS along with the Provider Enrollment packet. The individual may not begin working until Lifeworks has received notification from DHS that the individual is qualified to provide support for individuals with disabilities. Lifeworks and DHS will notify both you and the individual if he or she has a criminal history that disqualifies him or her.

Driver's Record Check

Lifeworks employees are required to fill out the driver's record check if driving will be a part of their job. They are also required to carry insurance. Lifeworks runs the driver's check through our insurance provider, if they find something on the

employee's record they will make a recommendation as to whether the employee should be allowed to drive or not. We will notify you if the recommendation is that the employee should not drive.

When your employees are driving their own vehicles as part of their job they are required to have adequate insurance coverage. If the employee will be driving your vehicle, you will want to let your insurance provider know that a non-family member will be driving. Lifeworks does not carry automobile insurance for either you or your employees.

Training

You are responsible for all the training of the employee.

- Review all Policies in the handbook and have the employee sign off on them.
- Review job description and specifics on how to work with your family member.

Time Card Procedure

Lifeworks employees receive a paycheck every other Friday. All time cards, weather they are faxed, mailed or submitted via Lifeworks on-line portal, are due in the administrative office by 8:00 pm on the Monday prior to the Friday pay date. This schedule, as well as time cards, are available on our website at www.lifeworks.org. Late time cards/on-line portal submission will be processed the following pay period (two weeks.) Lifeworks processes over 2000 time cards and cannot make exceptions for late time cards. You may contact the Customized Support payroll processor at 651-365-3780 to confirm that the time card/on-line portal submission has been received.

Timecards can be submitted four different ways:

On-Line: www.lifeworks.org

By fax: 1-877-858-6957

By mail: Lifeworks Services
2965 Lone Oak Drive, Suite 160
Eagan, MN 55121

If you mail timecards, please mail by Friday before Monday payroll.

Drop off: A drop box is available after business hours

Time cards must be signed by both you and the employee. You are responsible to send them to Lifeworks. Your signature verifies that the information on the timecard is correct; it is a federal crime to provide false information for billings for medical assistance payments.

Paychecks will be mailed directly to the employees every two weeks. Direct deposit is available. Direct Deposit takes two pay periods to go into effect.

Shared Care Time Card

If two clients use Lifeworks, the PHN might authorize shared care. It must be approved by the Public Health Nurse on the assessment. The MA Care Plan and the authorization will say Shared Care. Although the family can choose to use shared care or choose to use different employees with each client separately.

If an employee is working with both clients at the same time, they are paid \$18.06 per hour. If they are only working with one of the clients, they are paid the standard \$12.05 per hour. There is a different timecard that employees are required to use when providing shared care. This is a requirement of DHS.

Staffing Hours

The PHN determines the daily units (15 minutes increments) allowed upon completion of a long term care assessment. If you did not choose the flexible use options this is the maximum number of units you can use on a daily basis. If you did choose the flexible use option you cannot use more units than what was authorized for a six month period of time. If you consistently use more units than budgeted, you may not have enough money to pay for staff at the end of the six month period. This means your staff will not be able to work. **If you plan on having staff work over 40 hours in a week (Sunday to Saturday), please call Lifeworks prior to them working.** The support manager will receive a summary of units used every month to make it easy to keep track of how many units are left in the time period indicated. **If you over use your units authorized, Lifeworks does reserve the right to recuperate the money.**

Flexible Use vs. Standard Use

When the public health nurse does your annual assessment, you are able to choose two different ways to utilize your hours. The first is flexible use, which is the one the majority of clients choose.

Flexible Use

This allows you to use authorized PCA service hours/units in a flexible schedule within a 6-month period. So if you want to use 10 hours one week and 20 hours another week, you can, as long as you don't go over the total amount you were given for that six-month period. If you do run out early, you will not have units available until your next six-month period begins.

Standard Use

This is a more limited use of PCA service hours/units to a monthly basis. Daily and weekly usage of PCA service hours/units should be the daily average allocation. Hours do not transfer from month-to-month. The hours are flexible within the month but not able to be carried over to the next month as in flexible use.

On-going Supervision

Feedback

You are responsible to give on-going feedback to employees in order for the employee to learn and develop skills necessary to be competent in the essential duties of the job for which you hired them.

Performance Reviews

You are not required to conduct a performance review for your employees. However, it can be beneficial to periodically sit down with each employee to discuss his or her performance. If you would like assistance, contact your Lifeworks coordinator.

Some things you may want to discuss:

- What are his or her strengths? What does he or she do well?
- What are areas for improvement?
- How does he or she feel about the job?
- What training or additional responsibilities would you like to see him or her take on? What interests him or her?

If you would like assistance writing a performance review, contact your Lifeworks coordinator.

Employee Injuries

Under the Agency with Choice Program, Lifeworks provides Workers' Compensation for your employees. If an employee gets hurt on the job:

- You must complete a First Report of Injury Form with the employee. It is available on our website www.lifeworks.org. **See Attachment**
- Fax the completed form to the HR Generalist at Lifeworks, 651-454-3174.

- Call your Lifeworks coordinator to report the injury.
- If the employee needs medical treatment, he or she can go to one of Lifeworks approved clinics or his or her own clinic. If the employee goes to his or her own clinic, the employee should tell the clinic staff it is a Workers Compensation injury and call Lifeworks HR Generalist at 651-365-3709 or toll free at 1-866-454-2732.
- Employees injured on the job must report the injury the same day they were injured.

Ending the Employment Relationship

Your employees are employee at-will. On the signed job description, it states that their hours are not guaranteed and could change at any time.

If you decide to end the employment relationship with the employee you must first call or submit a written explanation to Lifeworks explaining:

- Why you believe termination of employment is necessary,
- Discuss the situation with Lifeworks, and receive Lifeworks' approval before taking any action.
- After you have obtained approval from Lifeworks to end the employment,
- You must notify the employee to inform him or her of the decision.
- If you need assistance or have questions regarding this process, call Lifeworks HR Generalist.

Other Services Lifeworks Offers

Communications Services

Lifeworks offers a range of supports in the area of communication. For information on any of the communication services listed below, contact Jennie Delisi, at 651-365-3740 or jdelisi@lifeworks.org.

- **Communication Dictionaries**
For individuals who do not use words to communicate, or who demonstrate behaviors that have a communicative message, Lifeworks can assist with developing a communication dictionary. The dictionary is a tool that helps the people around the individual consistently respond to his or her communicative message.
- **Boardmaker**
Lifeworks has staff who can provide training on the Boardmaker program or can assist with developing a symbol system.

- **Communication Device Library**

With funding from corporate foundations, Lifeworks developed a lending library with a variety of adaptive and augmentative communication devices. A list of devices is available on our website www.lifeworks.org. Devices are available for loan for \$10 per month.

School-To-Work Transition Services

Lifeworks helps students explore career options and get real-work experience in a variety of industries so they are ready for a job, or already hired, at graduation. Lifeworks helps them identify their skills, interests, and support needs through careful career planning. They learn work skills through job trials, tours of businesses, presentations, and counseling sessions.

Career Development

Most of the adults Lifeworks serves want a job in the community. They come to Lifeworks because of its relationships with major corporations and small businesses. In 2007, 667 individuals earned \$4 million for themselves, with the average hourly wage being \$8.17 per hour.

Lifeworks job coaches provide as much on-the-job support as the person and the employer needs. That support ranges from full-time supervision of a small work group to daily or monthly checks of an individual who is more self-sufficient.

Lifeworks offers training and consultation to the employer, helping coworkers welcome, support and supervise the workers with disabilities.

If you know of an employer that may want information on hiring people with disabilities have them contact sales@lifeworks.org or 651-365-3730.

Social Enrichment

For the people Lifeworks serves who are retired or unable to work, Lifeworks offers opportunities to learn, discover interests, build relationships, volunteer, and connect with their neighbors. We also provide art, music, and movement classes, exercise sessions, and a continuing education curriculum.

Planning

Several individuals at Lifeworks have extensive training and experience in facilitating person-centered planning. Some of the processes are: MAPS, PATH, Essential Lifestyle Planning, Personal Futures Planning and Career Planning. These individuals also tailor pieces of different processes to the person and their situation. Person-centered planning can assist you with thinking about goals and dreams for the future and the steps to getting there.

More About Lifeworks Services, Inc.

Lifeworks Services was founded in 1965 by families of children with special needs. Rejecting the traditional way of caring for people with developmental disabilities, they wanted to educate their children and give them a place in the community.

In the 1970s, Lifeworks, then called the Developmental Learning Center, or DLC, started a home-visiting program for infants, the first in Minnesota.

In 1988, the public schools in Minnesota became responsible for direct service to children and Lifeworks, then known as Dakota, Inc., began to directly serve only adults. Never a sheltered workshop, Lifeworks assisted people with developmental disabilities to find jobs in community businesses and then train and support them on the job.

In 1996, Dakota was renamed Lifeworks Services and started providing school-to-work transition services to students in special education. Some of the young adults Lifeworks is supporting today first came to the DLC when they were infants and toddlers. Students use Lifeworks business contacts to explore career options and get real-work experience in a variety of industries while still in school so they are ready for a job, or already hired, at graduation.

In December of 2000, Lifeworks began providing fiscal support services through its Customized Support department. Lifeworks has contracts with many counties and provides services to over 1000 individuals.