



Service Categories

WCI is a comprehensive rehabilitation facility which provides a variety of vocational services. The services provided are accredited by the Commission on the Accreditation of Rehabilitation Facilities (CARF) unless otherwise indicated. Services include:

- Employment Planning Service (EPS)
- Employee Development Service (EDS)
- Organizational Employment Services (ORG)
- Community Employment Services (CES)
 - Crew/Enclave
 - Individual Supported Employment (ISE)
 - Job Development & Placement
 - Job Site Training & Support (Job Coaching)

WCI also offers the following services which are licensed by the Department of Human Services.

- Day Training & Habilitation (DT&H)
- Employment Exploration Services (DHS Waiver Eligible)
- Employment Development Services (DHS Waiver Services)
- Employment Supports Services (DHS Waiver Services)
- Prevocational Services (Prevoc)

******Extended Employment & VRS Referred Services******

General Admission Criteria

Admission criteria include:

1. Be at least 16 years of age for Extended Employment funded persons served and 18 years of age for DHS funded persons served.
2. Has written verification of functional limitations as defined by vocational rehabilitation (VR) and Extended Employment.
3. Has a manageable medical condition.
4. Has self-care skills.
5. Has sufficient behavioral control (not dangerous to themselves or others).
6. Has potential to benefit from services.
7. Accepted for services on a capacity availability basis.
8. Must be independent in taking medications or making arrangements with other entities.

For Youth With Disabilities Prior to Placement in Subminimum Wage Starting July 22, 2016 before a youth with a disability who is 24 or under starts subminimum wage employment, they must:

1. Receive either pre-employment transition services from their public vocational rehabilitation (VR) agency or transition services under IDEA from their school.
2. Be determined ineligible for VR services, or be accepted for VR services and be unsuccessful in achieving an employment outcome after a reasonable period of time. A "reasonable period of time", is the expected time for the services identified in the individualized plan for employment (IPE) to be completed. For an individual in supported employment, this is up to 24 months, but can be extended.
3. Receive career counseling, and information and referrals from the VR agency to programs and other resources in the local area that offer employment-related services designed to help the youth attain

competitive integrated employment. This must be in a manner that facilitates informed choice and independent decision-making by the youth. Prior to employing a youth 24 or under at subminimum wage, WCI must review written documentation to ensure these steps have been followed, and keep a copy of this documentation on file.

Waiting List Policy: It is the policy of WCI to provide services and support systems that meet the needs and desires of our persons served persons served and WCI's mission. It is our intent to provide these services as persons are referred and meet eligibility criteria for each service and extended employment. If a program or service is at capacity, the following criteria for order of acceptance of any person awaiting service will be used:

1. Qualify for service based on program or employment admission criteria.
2. Availability of openings within services or departments.
3. Date of request for service, using a first come, first serve basis.
4. Approval and agreement from person served and team participants that service is still desired.

A major referral source is through Vocational Rehabilitation Services (VR), a division of the Department of Employment and Economic Development (DEED.) Other referral sources are State Services for the Blind, Veterans Administration, private insurance companies, school systems, and county family services.

Referral Process

The referral information should include medical and (see below for details) psychological examinations and social and job history information. Specific information is outlined in a letter by the referring agency. This should include:

- A. The referring agency's statement of each person's identified vocational preferences, needs, and expectations of WCI in assisting with the employment process.
- B. Medical/psychological reports including:
 1. General medical examination completed within the last year; or
 2. Psychological examination report (persons with developmental disability); or
 3. Psychiatric examination or hospital discharge summary (persons with mental health or psychiatric disorders).
- C. Basic demographic information including:
 1. Name, address, and telephone number
 2. Date of birth
 3. Social Security Number (WCI staff will obtain at intake)
 4. Guardianship status (other than self, name, address, & phone number)
 5. Primary caregiver (address & phone number)
 6. Emergency contact (address & phone number)
 7. Physician and/or psychiatrist (address & phone number)
 8. County Case Manager (address & phone number)- if applicable
- D. Special Referral Information

Copies of any specific reports, including hearing, speech, chemical dependency analysis, and reports of any medical specialists who have been part of the treatment process are also requested.

A letter of concurrence is needed from the host county for mental health persons referred from outside of the host county before WCI can accept individual for services.

Intake / Admission

- A. When a referral is received, a preliminary file is established. WCI staff responsible for the program for which the referral is being made acts as the intake coordinator and reviews the referral information. A tour may be arranged prior to the intake meeting.
- B. An e-mail is sent to the referral source that the referral was received and if there are concerns or questions additional information may be requested. If the referral meets admission criteria the next step is to have

the staff assigned contact the referral source within 3 business days to begin coordination of the intake meeting. The referral source and or staff assigned (decided by the referral source) then coordinates the intake with the referral, WCI staff and referring person.

- C. At the intake/admission meeting, WCI's Employment Specialist/ Employment Advisor welcomes the potential person served along with the other participants and goes over the following:
 - 1. Provides an overview of WCI and its services.
 - 2. Reviews the referral information that has been provided.
 - 3. Reviews the person's work history and discusses his/her work goals.
 - 4. Begins planning for entry into the program and to answer questions the person may have.
 - 5. Each new person served receives orientation, a review of policies/procedures, and a handbook when starting services and specific orientation by the Employment Specialist/Employment Advisor. A copy of this information is provided to each person served, with signed informed consent and acknowledgement for receiving this information.
- D. Following the intake /admission meeting the next steps are determined at the meeting. The first follow up meeting is scheduled.
- E. If it was determined to be an inappropriate referral to WCI, the referral source receives a letter specifying the reason for the ineligibility along with suggestions for alternate programs. This letter is copied to the individual who applied as well.

EMPLOYMENT PLANNING SERVICES

Program Goal

The goal of Employment Planning Services (EPS) is to provide assistance to persons served who are interested in seeking employment, but are uncertain as to what direction to go. These are individualized services designed to explore possible job opportunities leading up to transfer to another program, such as Placement or Employee Development Services, through which the person served would work on a specific employment outcome. Examples of possible experiences include: situational assessments; paid work trials; job tryouts and job shadowing.

Admission Criteria

1. Meets agency general admission criteria.
2. Be referred by VRS or other sponsoring agency or individual.
3. Expresses a desire to participate in the program.

Persons Served

Persons served who have a developmental disability, mental health diagnosis, brain injury, learning disability, physical disability, visually and hearing impairments or physical disabilities.

Program Services/Objectives

EPS services focus on:

- Exploring work interests
- Reviewing possible employment options
- Trying out actual jobs in various settings, such as in center-based, crew, or community settings
- Providing feedback to person served and referral source regarding possible employment outcome(s)

1. Individual Plan

The Individual Plan will describe the activities that will comprise EPS along with an expected outcome.

2. Methodology

During EPS, the assigned Employment Advisor/Employment Specialist (EA/ES) will meet with the person served to review employment options. The EA will arrange for the person served to be exposed to various employment situations as outlined in the plan. As the person served experiences those different options, the EA/ES and the person served will review each experience. The EA/ES will also share their observations with the person served. Other WCI staff, such as crew supervisors, job coaches, production supervisors, along with employers, may provide feedback to the WCI staff EA/ES to be shared with the person served.

3. Types of Employment

All types of employment are available to be used for EPS. It will be up to the persons served and the EA to make arrangements for the employment experiences.

4. Plan Review and Reports

Employee Planning Services is a time-limited service, usually limited to four weeks depending on the VRS authorization. At the conclusion of service, the EA prepares a report for the persons served and the referral source. It includes a review of the persons served performance in the following functional areas as applicable:

- Mobility
- Self-direction

- Self-care
- Interpersonal Skills
- Communication
- Work Tolerance
- Work Skills

Exit Criteria

Based upon the report described above, the persons served and the referral source will decide what the next step will be. It could include Placement, EDS, or no further services.

Final EPS Report

At the end of the service, a summary report, such as the Situational Assessment Report, is completed. The narrative discusses the areas of limitation the persons served displayed during EPS and any possible barriers the persons served may experience working in the community, on a crew, or in center-based employment. The report also summarizes the persons served work experiences and his/her individual strengths. At the conclusion of the report, recommendations are made including possible next steps or programs that should be considered.

EMPLOYEE DEVELOPMENT SERVICES

Program Goal

The goal of Employee Development Services (EDS) is to provide a systematic assessment to assist persons served with disabilities reach their optimum level of employment. The main focus of the program is to improve a persons served employment potential. Employee Development Services concentrates on improving work performance, behaviors, and attitudes necessary to successfully adjust to work, rather than on emphasizing skills training. The person served is assigned to a specific work task, receives guidance and instruction, and is given feedback related to the work setting. Program goals are to increase the individual's capacity to function productively and understand the responsibilities associated with employment.

Admission Criteria

1. Meets agency general admission criteria.
2. Be referred by VRS or other sponsoring agency or individual.
3. Expresses a desire to participate in the program.

Persons Served

Persons served who have a developmental disability, mental health diagnosis, brain injury, learning disability, physically disability, visually and hearing impairments or physical disabilities.

Program Services/Objectives

EDS services focus on the development of:

- Work behaviors (attendance, punctuality)
- Work performances (quantity and quality of work)
- Personal characteristics (dress and grooming)
- Interpersonal and Communicative skills (relations with co-workers and supervisors)
- Self-concept
- Environmental accommodations
- Physical capabilities
- Psychomotor skills (eye-hand coordination, finger dexterity)

1. Individual Plan Development

Based on persons served needs and preferences, assessment results, referral requests, and job observations, the persons served and his/her team develop an Individual Employee Development Plan. This plan addresses vocational strengths and needs, and elimination of barriers to employment. Vocational goals, expected outcomes, techniques, measures and procedures, time frames for implementation and achievement, and staff responsibilities are outlined in each plan, which is developed during the first week of the program.

2. Methodology

Implementation of the EDS plan is the responsibility of the person served and the Employment Advisor/Employment Specialist (EA/ES.) The focus is to assist each person served in making informed choices and career planning through exposure to different work experiences/environments. The EA/ES encourages active participation with staff support and positive reinforcement. Techniques utilized include realistic work experiences, behavior management, work hardening techniques, and goal setting.

On an individual basis, job seeking support is provided. Other supportive services can be referred for inclusion and integration into the community and are included in the individual's plan. Those can include recreational programs, adult basic education, driver's training, AA treatment, social services, and medical and health services. Assistance with job development is provided by the Employment Advisor.

3. Types of Employment

Three different job types are utilized, depending on the persons served preferences and needs and as allowed by the persons served referral source. Center-based employment involves production/assembly if available at The Willmar location, food service at The Wilmar location. Community Employment involves working on a WCI crew (enclave) in a community setting. Individual Supported Employment involves working in a business with training and support from a WCI Job Coach/staff as needed. It is possible that an individual would work in each type of employment during his/her EDS experience.

4. Plan Review and Reports

Employee Development Services is a time-limited service, dependent upon the individual's progress and the length of the service authorization. Communication updates are e-mailed to the referral source a minimum of two times per month in regards to the progress made, review and modify goals and expectations, and to evaluate the need for continuation in EDS. The person served has ongoing contact and feedback/discussion with the WCI staff.

Possible Outcomes are:

1. Competitive Employment
2. Supported Employment (individual, crew, enclave)
4. Day Training & Habilitation / Pre-Vocational Services
5. Supported Employment for DHS waiver funded persons served
6. Referral to an alternate program.

Exit Criteria

There are no absolute requirements for exiting EDS, but they are instead driven by the plan. The final decision about exit from the program will be made by the person served and his/her team. Continuation of VRS funding for EDS can be a factor that is taken into consideration. EDS can last 4 to 12 weeks and can be purchased on a daily rate.

Final Monthly EDS Report

Upon completion, a written report that may be in the form of case notes will be shared with the person served and referral source. The report will be a summary of the progress and recommendations. A persons served self-evaluation work skills checklist will also be completed by the person served if they chose, or a verbal dialog will be completed and case notes as to their reported experience.

ORGANIZATIONAL EMPLOYMENT SERVICES

Program Goal

The goal of Organizational Employment (ORG) or center-based employment is to provide paid work in a facility owned by WCI. Hours of work will vary depending upon the persons served interests and abilities as well as the availability of appropriate work for each individual person served. ***This service will not accept any new referrals and will end all ORG programming by 6/30/2021 due to funding no longer supported by EE by 2025. EE Production will end 6/30/19.***

The service is designed for persons served who are not yet ready for community employment. Areas of focus are work productivity, attendance, stamina development, social interaction and other work related behaviors demonstrated with co-workers and supervisory staff. There are no specific guidelines for the length of time a person served could remain in Organizational Employment. ***WCI production EE services will end 6/30/2019, and WCI will not receive any new referrals to ORG due to funding ending in 2025.***

Admission Criteria

1. Meets agency general admission criteria.
2. Be referred by county or other sponsoring agency or individual.
3. Expresses a desire to participate in the program.

Persons Served

Persons served who have a developmental disability, mental health diagnosis, brain injury, learning disability, physically disability, visually and hearing impairments or physical disabilities.

Program Services/Objectives

All persons served are assigned an Employment Advisor and are directly supervised by WCI staff.

An Individual Vocational Plan is developed with each person served, identifying specific work-related objectives to improve job performance. A team meeting is held semi-annually with each person served, assessing progress, achievements and program revision. WCI staff does the coordinating services with other providers. In addition, parents, legal representatives, social workers, residential providers, advocates or significant others involved in an individual's program, are also invited to attend.

Other services with team input may include:

1. Vocational Counseling is provided to support the work environment. Job performance, work attitudes, behaviors and goals are appropriate for counseling sessions. When non-vocational counseling is needed, persons served may be referred to community resources. Individual program plans are developed with each person served by the Employment Advisor, who would maintain ongoing contact with the person served.
2. Work Assessment & Training – Persons served who wish to prepare themselves for interdepartmental changes within the facility or in community employment can be assisted to achieve that goal through the development of an individual program plan. Assessments, trial work experience, and supplemental training will be provided.

Possible Outcomes Include:

1. Supported Employment (Individual, crew, or enclave)
2. Competitive Employment
3. Further education or skill training (technical college, OJT)
4. Day Training and Habilitation / Pre Vocational Services
5. Supported Employment – DHS waiver funding

Exit Criteria

The duration of employment is open and based on individual performance and needs as described in the persons served plan. The persons served employment goals are the main factor taken into consideration.

Transfer/Termination Report

Upon completion, a brief summary of the persons served services is prepared and a closing note in the "Case Note" section of the persons served file is written. If requested, these reports can be forwarded to external parties, e.g., county case manager.

COMMUNITY EMPLOYMENT SERVICES

Program Goal

The goal of the Community Employment Services is to help persons served find employment in community settings. The employment would be of the persons served choice and meet his/her employment goals. The support provided by WCI focuses on helping the person served reach his/her employment potential.

Three models of Community Employment are available:

1. Work Crews
2. Work Enclaves
3. Individual Supported Employment

Program Description

Persons served on work crews and enclaves receive wages through WCI. Persons served in Individual Supported Employment are paid by the employer, e.g., Wal-Mart. All persons served in community employment continue to receive supervision and support services through WCI from their Employment Advisor, and from their crew supervisor and/or job coach. Goals usually include maximizing income, increasing independence, and eventually attaining competitive employment. Overall community employment services focus on:

1. Providing integration with non-disabled employees utilizing natural supports in community work sites.
2. Providing continued skill training and vocational development.
3. Coordinating delivery of non-vocational support services which will facilitate the individual's employment plan.
4. Providing paid work and support services to individuals with disabilities in a community setting.

Admission Criteria

Persons served in community employment usually are referred from other WCI programs, such as ORG. On occasion, a person served will transfer from Placement Only services. The persons served team assists the person served in making the determination as to Crew, Enclave, or Individual Supported Employment.

Admission criteria to qualify for Community Employment include:

1. Motivation to work
2. Dependability
3. Ability to follow and retain instructions with minimal re-direction
4. Basic social adjustment
5. Transportation resources available

Persons Served

Persons served who have a developmental disability, mental health diagnosis, brain injury, learning disability, physical disability, visually and hearing impairments.

Program Services / Objectives

All persons served are assigned an Employment Advisor, if not already assigned. In community sites, it is the responsibility of the crew supervisors and/or job coaches to assist with skills training and the enhancement of work behaviors. They also provide feedback (verbally and written as requested) to the person served and Employment Advisor as goals are developed and modified.

An Individual Vocational Plan is developed with each individual, identifying specific work-related objectives to improve job performance. This is reviewed semi-annually with each person served, assessing progress, achievements and program revision. Team meetings are held at this time, coordinating services with other providers. In addition,

parents, legal representatives, social workers, residential providers, advocates or significant others involved in an individual's program, are also invited to attend.

Possible outcomes include:

1. Competitive Employment
2. Further job training or education
3. Day Training & Habilitation / Pre-Vocational Services

Dispute Resolution

Persons served in Community Employment will be provided assistance from the WCI Employment Advisor if they have a dispute at their worksite.

Job Selection

Specific community assignments are made based on the employee's goals, needs, interests, skills/abilities, and available job openings.

Exit Criteria

WCI reserves the right to make person served transfers based on the individual's needs. Generally, discharge from the program will be because of:

1. The person served no longer wishes to receive employment support from WCI.
2. The employee moves or leaves the program (quits, hospitalized, etc.), or transfers to another WCI program or agency.
3. The person's served county of financial responsibility discontinues funding of long-term employment support.

Transfer/Termination Report

Upon completion, a brief summary of the person's served services is prepared along with a closing note in the "Case Note" section of the person's served file. If requested, this report can be forwarded to external parties, e.g., county case manager.

PLACEMENT ONLY SERVICES (PBA)

Program Goal

The goal of Placement Only Services is to assist employment-ready individuals in securing and retaining Individual Supported Competitive Employment. This service is distinct from the placement activities that may take place during EDS and Community Employment Services.

Admissions Criteria

1. Meets general admission requirements.
2. Information and reports, including vocational strengths, needs, and other characteristics, pertinent to employment readiness.
3. Work adjustment needs affecting employment must be manageable in the community setting.
4. Identified job goal.
5. Availability to meet with Employment Specialist on a regular basis until placement is obtained.
6. Available to accept employment if meets individual vocational choice.

Persons Served

Referrals typically come from outside sources, such as Vocational Rehabilitation Services (VRS). All referrals must meet the above admissions criteria. Persons served who have a developmental disability, mental health diagnosis, brain injury, learning disability, physical disability, visually and hearing impairments or physical disabilities.

Program Services/Objectives

The persons served will meet with the designated staff to develop a **placement plan**. This plan specifically describes job seeking methods and strategies, time frames, and who is responsible for what. On an individual basis job seeking support is provided and includes job search techniques, job application and resume completion, and practice interviews. Once hired, a job coach may or may not be assigned depending on the needs of the person served and the authorization from the referral source. (See job coaching below.)

Job Development

Upon persons served approval, employers are contacted informing them of the advantages and incentives in hiring job-ready workers from WCI, such as the Work Opportunity Tax Credit. Possible job modifications and/or accommodations are discussed. Another aid available to employers is **job coaching services**. The job coach is a trainer who teaches the job to the new persons served along with the employer's staff. They also assist in the orientation process and facilitate integration with other peers and co-workers. With a job coach, the employer is assured that the job will be performed in a manner acceptable to the employer. Some individuals may need job coach services for a short amount of time, others may need on-going support. The job coach is expected to notify the person's served Employment Advisor or other designated staff of any significant performance concerns and document accordingly.

Possible outcomes include:

1. Competitive Employment
2. Further job training or education
3. Day Training & Habilitation / Pre-Vocational Services

Exit Criteria

1. Employment in an individual community job.
2. Persons served or funding source terminates services.

Placement Report on Job Stabilization

For persons served receiving Placement Only Services, a written final placement plan review is completed which summarizes the final placement and what follow-up may be indicated. This report is sent to the referral source. It will also be determined if the person served would like ongoing supports after job stabilization. If ongoing supports are requested, a referral into CES is made and an IVP and supporting documents are completed.

****DT&H, Prevocational Services and Employment Services-DHS Waiver Eligible****

General Admission Criteria

Admission Criteria Includes:

- A. Certain criteria will be used by WCI to determine whether WCI is able to develop services to meet the needs of the person as specified in their Coordinated Service and Support Plan. In addition to registration, and licensed ability, the criteria includes:
 1. Acceptance of applicant will not cause WCI to exceed our licensed capacity.
 2. Applicant is at least 18 years of age and who is diagnosed as having a disability or related condition.
 3. Applicant has been screened for HCBS Services or resides in an ICF/DD house.
 4. The health and safety in the community is addressed in their plan of care.
 5. Capability of WCI to provide a staff ratio adequate for the applicant's needs.
 6. Applicant and/or legal representative had made an informed choice to receive DT&H, Pre-Vocational or Employment Services as part of their CSSP
- B. When a person and/or legal representative requests services from WCI, a refusal to admit the person must be based upon an evaluation of the person's assessed needs and WCI's lack of capacity to meet the needs of the person.
- C. WCI must not refuse to admit a person solely upon the basis of:
 1. Disability.
 2. Orthopedic or neurological handicaps.
 3. Sight or hearing impairments.
 4. Lack of communication skills
 5. Physical disabilities.
 6. Toilet habits.
 7. Behavioral disorders.
 8. Past failures to make progress.
- D. Documentation regarding the basis for the refusal will be completed using the *Admission Refusal Notice* and must be provided to the person and/or legal representative and case manager upon request. This documentation will be completed and maintained by the Designated Coordinator and/or Director of Waivered Services or designee.

Referral Process

WCI requires the following documents to be provided for consideration of admission to our program:

- A. Current Coordinated Service and Support Plan that states the need for and the expected outcomes of the specific training and habilitation services to be provided.
- B. Most recent Psychological evaluation that includes DSM diagnosis codes (for those with DD disability).
- C. A letter from case manager stating that the training and habilitation services to be provided are not replacing services that are the statutory responsibility of a local education agency or that are otherwise available from a rehabilitation agency funded under Section 110 of the Rehabilitation Act of 1973, United States Code Title 29, Section 730 as amended through October 31, 1986.
- D. Current Annual Program Plans including the Individual Abuse Prevention Plan, Self-Management Assessment and the Coordinated Service and Support Plan Addendum from residential and vocational services.
- E. Copies of all incident reports from the last 12-month period.
- F. A copy of your notification to Kandiyohi County requesting services of WCI or a copy of Host County Concurrence for those with a mental health diagnosis.
- G. Copy of guardianship paper.

Admission Process/Requirements

- A. In the event of an emergency service initiation, WCI must ensure that staff training on individual needs occurs within 72 hours of the direct support staff first having unsupervised contact with the person served. WCI must document the reasons for the unplanned or emergency service initiation and maintain the documentation in the person's main file.
- B. Prior to or upon the initiation of services, the Designated Coordinator and/or Director of Waivered Services will develop, document, and implement the *Individual Abuse Prevention Plan* according to MN Statutes, section 245A.65, subdivision 2.
- C. The Designated Coordinator and/or Director Waivered Services will ensure that during the admission process the following will occur:
 - 1. Each person to be served and/or legal representative is provided with the written list of the *Rights of Persons Served* that identifies the person's rights according to MN Statutes, section 245D.04, subdivisions 2 and 3.
 - a. An explanation will be provided on the day of service initiation or within five (5) working days of service initiation and annually thereafter.
 - b. Reasonable accommodations will be made, when necessary, to provide this information in other formats or languages to facilitate understanding of the rights by the person and/or legal representative.
 - 2. Orientation to WCI's *Program Abuse Prevention Plan* will occur within 24 hours of service admission, or for those person who would benefit more from a later orientation, the orientation may take place within 72 hours.
 - 3. An explanation and provision of copies (may be provided within five (5) working days of service initiation of the following policies and procedures to the person and/or legal representative:
 - 1. *Policy and Procedure on Grievances*
 - 2. *Policy and Procedure on Temporary Service Suspension*
 - 3. *Policy and Procedure on Service Termination*
 - 4. *Policy and Procedure on Data Privacy*
 - 5. *Policy and Procedure on Emergency Use of Manual Restraint*
 - 6. *Policy and Procedure on Reporting and Reviewing of Maltreatment of Vulnerable Adults*
 - 7. *Policy and Procedure on Reporting and Reviewing of Maltreatment of Minors*
 - 4. Written authorization is obtained (an annually thereafter), except for letter (a) by the person and/or legal representative for the following:
 - a. *Authorization for Medication and Treatment Administration*
 - b. *Authorization to Act in an Emergency*
 - c. *Standard Release of Information*
 - d. *Specific Release of Information*
 - e. *The Contact Data Sheet* is signed by the person and/or legal representative and includes the date of admission or readmission, identifying information, and contact information for members of the support team or expanded support team and others as identified by the person or case manager.
 - f. **Currently, WCI does not keep or maintain person served funds at any program sites, the Designated Coordinator or Director of Waivered Services will notify the support team or expanded support team of this upon admission or service initiation.**
- D. Also during the admission meeting, the support team or expanded support team will discuss:
 - 1. WCI's responsibilities regarding health service needs and the procedures related to meeting those needs as assigned in the *Coordinated Service and Support Plan and/or Coordinated Service and Support Plan Addendum*.
 - 2. The desired frequency of progress reports and progress review meetings, at a minimum of annually.
- E. If a person's licensed health care professional or mental health professional has determined that a manual restraint would be medically or psychologically contraindicated, WCI will not use a manual restraint to eliminate the immediate risk of harm and effectively achieve safety. This statement of whether or not a

manual restraint would be medically or psychologically contraindicated will be completed as part of service initiation planning.

- F. **Waiting List Policy:** It is the policy of WCI to provide services and support systems that meet the needs and desires of our persons served persons served and WCI's mission. It is our intent to provide these services as persons are referred and meet eligibility criteria for each service and extended employment. If a program or service is at capacity, the following criteria for order of acceptance of any person awaiting service will be used:
1. Qualify for service based on program or employment admission criteria.
 2. Availability of openings within services or departments.
 3. Date of request for service, using a first come, first serve basis.
 4. Approval and agreement from person served and team participants that service is still desired.

Admission Process Follow-Up and Timelines

- A. The Designated Coordinator and/or Director of Waivered Services or designee will ensure that the person's other providers, medical and mental health care professionals, and vendors are notified of the change in address and phone number.
- B. The Designated Coordinator and/or Director of waived Services or designee will ensure that the person's main file is assembled according to WCI's standards.
- C. Within 15 calendar days of service initiation, the Designated Coordinator and/or Director of Waivered Services will complete a preliminary coordinated Service and Support Plan addendum that is based upon Coordinated Service and Support Plan. At this time, the person's name and date of admission will be added to the Admission and Discharge Register maintained by the Client Management Specialist. The current copy of the Admission and Discharge Register is located in the P: drive of the computer in the D.T.H staff folder.
- D. When a person served requires a *Positive Support Transition Plan* for the emergency use or planned use of restrictive interventions prohibited under MN Statutes, chapter 245D, and is admitted after January 1, 2014:
1. The *Positive Support Transition Plan* must be developed and implemented within 30 calendar days of service initiation.
 2. No later than 11 months after the implementation date, the plan must be phased out.
- E. Before the 45-day meeting, the Designated Coordinator and/or Director of Waivered Services or designee will complete the Self-Management Assessment regarding the person's ability to self-manage in health and medical needs, personal safety, and symptoms or behavior. This assessment will be based on the person's status within the last 12 months at the time of service initiation.
- F. Within 45 calendar days of service initiation, the support team or expanded support team will meet to assess and determine the following based on information obtained from the assessment, *Coordinated Service and Support Plan*, and person centered planning:
1. The scope of services to be provided to support the person's daily needs and activities.
 2. Outcomes and necessary supports to accomplish the outcomes.
 3. The person's preference for how services and supports are provided including how the provider will support the person to have control of the person's schedule change.
 4. Whether the current service setting is the most integrated setting available and appropriate for the person.
 5. How services for this person will be coordinated across 245D licensed providers and members of the support team or expanded support team to ensure continuity of care and coordination of services for the person.
- G. Within 10 working days of the 45-day meeting, the Designated Coordinator and/or Director of Waivered Services will develop a serviced plan that documents outcome supports for the person based upon the assessments completed at the 45-day meeting.

- H. Within 20 working days of 45-day meeting, the Designated Coordinator and/or Director of Waivered Services will submit to and obtain dated signatures from the person and/or legal representative and case manager to document completion and approval of the assessment and *Coordinated Service and Support Plan Addendum*.
1. If, within 10 working days of this submission, the legal representative or case manager has not signed and returned the assessments or has not proposed written modifications, the submission is deemed approved and the documents become effective and remain in effect until the legal representative or case manager submits a written request to revise the documents.

EMPLOYMENT SERVICES:

Employment Exploration Services, Employment Development Services, and Employment Support Services – DHS WAIVER ELIGIBLE

Program Goal

The goal of Employment Services at WCI is to provide services and resources to support competitive, integrated employment for people with disabilities. To create more individualized services and to allow more specific service planning. The following services are available to the following waivers: Development Disabilities (DD), Community Alternative Care (CAC), Community Access for Disability Inclusion (CADI) and Brain Injury (BI) waivers.

Admission Criteria

- A. Persons served must have been screened and authorized for services in accordance with Minnesota Statutes, Section 256b.092. For CADI and BI, the person served has to have a qualifying disability and meet the requirements under the HCBS Waivers.
- B. Persons must be in need of employment support.
- C. The determination to admit (or not to admit) an individual shall be based upon individual needs. Individuals will not be determined ineligible solely on the basis of type of residential services a person is receiving or on the basis of the person's severity of disability, orthopedic or neurological handicaps, sight or hearing impairments, lack of communication skills, physical disabilities, toilet habits, behavioral disorders, or past failure to make progress.
- D. If an individual is refused, the program shall demonstrate the decision is based on the inability to meet the individual's needs through the current staff ratio, staff training, or that the additional funds needed to pay for increased supports are unavailable.
- E. A common means of admission to this program is for the county of financial responsibility to transfer the person served from Community Employment as described on earlier in this section to Supported Employment - DHS. This is primarily a funding change and typically does not affect the program structure if the persons served employment type meets the waiver requirements.

Program Services/Objectives

- A. Employment Exploration Services: Community based services that introduce people with disabilities to employment options and allows them to explore their options through work experiences. This service helps people to make an informed choice about working in competitive, integrated employment.
- B. Employment Development Services: Individualized services that help people find competitive, integrated employment or attain self-employment.
- C. Employment Support Services: Individualized services and supports that help people maintain community employment in an individual or group arrangement.

Entrance

WCI requires the following documents to be provided for consideration of admission to our program:

1. Current Coordinated Service and Support Plan that states the need for and the expected outcomes of the specific training and habilitation services to be provided.
2. Most recent Psychological evaluation that includes DSM diagnosis codes (for those with DD disability).
3. A letter from case manager stating that the training and habilitation services to be provided are not replacing services that are the statutory responsibility of a local education agency or that are otherwise available from a rehabilitation agency funded under Section 110 of the Rehabilitation Act of 1973, United

States Code Title 29, Section 730 as amended through October 31, 1986.

4. Current Annual Program Plans including the Individual Abuse Prevention Plan, Self-Management Assessment and the Coordinated Service and Support Plan Addendum from residential and vocational services.
 5. Copies of all incident reports from the last 12-month period.
 6. A copy of your notification to Kandiyohi County requesting services of WCI or a copy of Host County Concurrence for those with a mental health diagnosis.
 7. Copy of guardianship paper.
 8. Physical exam dated no more than 365 days before the date of admission stating diagnosis.
- B. The county case manager shall notify the designated Director of Waivered Services to set up tours and interviews, if appropriate, for each person referred.
- C. Once the referral information is received and reviewed, and the individual is approved for admission, an intake meeting will be scheduled with the person referred, county case manager, legal representative, residential staff and a WCI Designated Coordinator.
- D. Each person served and/or their legal representative will receive copies of the Persons Served policies and procedures that affect the Persons Served Related and Protection Related Rights.

Orientation

Each new person served is given an orientation by the Director of Waivered Services and/or Designated Coordinator when starting the program.

Case Management and Reporting

The Designated Coordinator is responsible for developing a Community Supported Service Plan (CSSP) Addendum, Individual Abuse Prevention Plan (IAPP) and Self-Management Assessment (SMA) for each person served entering the program. The Support Team meets on a semi-annual basis to review progress, with written reports sent to team members. The person served team may include the county case manager, parents or legal representatives, residential providers, and the Designated Coordinator. Case Files are maintained on each employee in Employment Services.

Exit Criteria/Discharge

WCI will discharge a person served only when the following conditions have been met:

1. Person served or his/her legal representative requests a discharge.
2. Persons served case manager arranges for them to participate in another service.
3. Service Termination per WCI policies.

End of Service Summary Report

Upon completion, a brief report summarizing the persons served services is prepared along with a closing note in the "Case Note" section of the persons served main file. If requested, this same summary can be forwarded to external parties, e.g., county case manager.

DAY TRAINING AND HABILITATION

Program Goal

The goal of Day Training and Habilitation Services at WCI is to provide individualized plans for each person served based on assessment of their work skills and interest, communication skills, community safety skills, self-care skills and other related areas. Community integration opportunities and training are integral parts of each person's plan. Day Training and Habilitation offers a more intensive staff to persons served ratio which is determined for each person served by the support team. This program is currently licensed for 75 persons served at Willmar's site.

Admission Criteria

- A. Persons must have been screened and authorized for services in accordance with Minnesota Statutes, Section 256b.092.
- B. Persons must be in need of active treatment services as determined by a preliminary evaluation of need.
- C. The determination to admit (or not to admit) an individual shall be based upon individual needs. Individuals will not be determined ineligible solely on the basis of type of residential services a person is receiving or on the basis of the person's severity of disability, orthopedic or neurological handicaps, sight or hearing impairments, lack of communication skills, physical disabilities, toilet habits, behavioral disorders, or past failure to make progress.
- D. If an individual is refused, the program shall demonstrate the decision is based on the inability to meet the individual's needs through the current staff ratio, staff training, or that the additional funds needed to pay for increased supports are unavailable.

Persons Served

The DT&H Program serves persons served with Mental Retardation or other related conditions as defined in Minnesota Rules, Part 9525.016, Subpart 2.

Program Services/Objectives

- A. To provide paid work and training to persons served with a developmental disability or other related condition at a level consistent with their needs and abilities.
- B. To provide close supervision to enhance productivity, quality and work habits.
- C. To teach adaptive skills as alternatives to inappropriate work and social behaviors.
- D. To provide community integration services.

Entrance

- A. Upon notification of interest from a county case manager, WCI shall request the following information:
 - 1. Current Coordinated Service and Support Plan that states the need for and the expected outcomes of the specific training and habilitation services to be provided.
 - 2. Most recent Psychological evaluation that includes DSM diagnosis codes (for those with DD disability).
 - 3. A letter from case manager stating that the training and habilitation services to be provided are not replacing services that are the statutory responsibility of a local education agency or that are otherwise available from a rehabilitation agency funded under Section 110 of the Rehabilitation Act of 1973, United States Code Title 29, Section 730 as amended through October 31, 1986.
 - 4. Current Annual Program Plans including the Individual Abuse Prevention Plan, Self-Management Assessment and the Coordinated Service and Support Plan Addendum from residential and vocational services.

5. Copies of all incident reports from the last 12-month period.
 6. A copy of your notification to Kandiyohi County requesting services of WCI or a copy of Host County Concurrence for those with a mental health diagnosis.
 7. Copy of guardianship paper.
 8. Physical exam dated no more than 365 days before the date of admission stating diagnosis.
- B. The county case manager shall notify the Director of Waivered Services to set up tours and interviews, if appropriate, for each person referred.
 - C. Once the referral information is received and reviewed, and the individual is approved for admission, an intake meeting will be scheduled with the person referred, county case manager, legal representative, residential staff and a WCI Designated Coordinator.
 - D. Each person and/or their legal representative will receive copies of policies and procedures that affect the Person's Service Related and Protection Related Rights.
 - E. WCI shall notify the referred person within 30 days after receiving referral information and the written request for service of the intake teaming.

Orientation

Each new person served is given an orientation by the Director of Waivered Services and/or the Designated Coordinator when starting the program.

Case Management and Reporting

The Director of Waivered Services and/or the Designated Coordinator is responsible for developing a Coordinated Service and Support Plan (CSSP Addendum, Individual Abuse Preventing Plan (IAPP) and Self-Management Assessment (SMA) for each person entering the program. The Support Team meets on a semi-annual basis to review progress, with written reports sent to team members as requested by the person's served team. Support Team members include the county case manager, parents or legal representative, residential providers, the person served, WCI Designated Coordinator, WCI Director of Waivered Services, and any other person identified in the Coordinated Service & Support Plan (CSSP). Case files are maintained on each employee in Day Training and Habilitation.

Exit Criteria/Discharge

WCI will discharge a person served only when the following conditions have been met:

1. Person served or his/her legal representative requests a discharge.
2. Person's served case manager arranges for the person to participate in another service.
3. Service termination per WCI policies.

End of Service Summary Report

Upon completion, a written comprehensive Summary Report is completed stating diagnosis, desired outcomes, achievements, reason for exit, and recommendations. This report is forwarded to the case manager and to other internal/external parties as authorized, e.g., new vocational services provider.

PREVOCATIONAL SERVICES

Program Goal

The goal of Prevocational Services at WCI is to provide services which are designed to prepare individuals for paid employment and to help them achieve greater independence in their community.

Admission Criteria

Persons served covered by the CADI or BI Waiver Plans can receive Prevocational Services if they are not expected to participate in the general workforce within one year.

Covered Services

The Prevocational Service teach general work skills and concepts such as:

- Attendance
- Effective Workplace Communication
- Personal Hygiene
- Problem Solving
- Safety
- Task Completion
- Public Transportation
- Attention Span
- Motor Skills
- Effective Social Skills and Conduct
- Following Directions

Non-Covered Services

Prevocational services do not include:

- Special education services available and funded through the Individuals with Disabilities Education Act (IDEA)
- Vocational services available and funded through Section 110 of the Rehabilitation Act of 1973
- Training that teaches specific job skills and employment objectives

Secondary Information

Waiver funds cannot be used to directly compensate a person served wage. All prevocational services are included in the plan of care and reflect goals directed at assisting the persons served toward greater independence.

Entrance

- A. Upon notification of interest from a county case manager, WCI shall request the following information:
1. Current Coordinated Service and Support Plan that states the need for and the expected outcomes of the specific training and habilitation services to be provided.
 2. Most recent Psychological evaluation that includes DSM diagnosis codes (for those with DD disability).
 3. A letter from case manager stating that the training and habilitation services to be provided are not replacing services that are the statutory responsibility of a local education agency or that are otherwise available from a rehabilitation agency funded under Section 110 of the Rehabilitation Act of 1973, United States Code Title 29, Section 730 as amended through October 31, 1986.
 4. Current Annual Program Plans including the Individual Abuse Prevention Plan, Self-Management Assessment and the Coordinated Service and Support Plan Addendum from residential and vocational services.
 5. Copies of all incident reports from the last 12-month period.
 6. A copy of your notification to Kandiyohi County requesting services of WCI or a copy of Host County Concurrence for those with a mental health diagnosis.

7. Copy of guardianship paper.
 8. Physical exam dated no more than 365 days before the date of admission stating diagnosis.
- B. The county case manager shall notify the Director of Waivered Services to set up tours and interviews, if appropriate, for each person referred.
 - C. Once the referral information is received and reviewed, and the individual is approved for admission, an intake meeting will be scheduled with the person referred, county case manager, legal representative, residential staff and a WCI Designated Coordinator.
 - D. Each person and/or their legal representative will receive copies of policies and procedures that affect the Person's Service Related and Protection Related Rights.
 - E. WCI shall notify the referred person within 30 days after receiving referral information and the written request for service of the intake teaming.

Orientation

Each new person served is given an orientation by the Director of Waivered Services and/or Designated Coordinators when starting the program.

Case Management and Reporting

The Director of Waivered Services and/or the Designated Coordinator is responsible for developing a Coordinated Service and Support Plan (CSSP Addendum, Individual Abuse Preventing Plan (IAPP) and Self-Management Assessment (SMA) for each person entering the program. The Support Team meets on a semi-annual basis to review progress, with written reports sent to team members as requested by the person's served team. Support Team members include the county case manager, parents or legal representative, residential providers, the person served, WCI Designated Coordinator, WCI Director of Waivered Services, and any other person identified in the Coordinated Service & Support Plan (CSSP). Case files are maintained on each employee in Pre Vocational Services.

Exit Criteria/Discharge

WCI will discharge a person served only when the following conditions have been met:

1. Person served or his/her legal representative requests a discharge.
2. Person's served case manager arranges for the person to participate in another service.
3. Service termination per WCI policies.

End of Service Summary Report

Upon completion, a brief report summarizing the persons served services is prepared along with a closing note in the "Case Note" section of the persons served file. If requested, this same summary can be forwarded to external parties, e.g., county case manager.