



***Functional  
Industries***  
**INCORPORATED**

*"Meeting Tomorrow's Needs Today"*

Participant Handbook  
Supported  
Employment

# Welcome to Functional Industries!

We are a nonprofit organization located in Buffalo, MN; our mission statement is:

***“To create and promote innovative opportunities that reveal the natural potential of each person we serve.”***

Our core values are:

- ***Continuous quality improvement***
- ***Understand consumer choice***
- ***Collaborate with stake holders***
- ***Respect the worth of all people***
- ***Cultivate every resource***

This handbook explains your rights and responsibilities and how services are provided. Services will be individualized to meet your needs, as well as the needs of your support team.

Functional Industries’ Board of Directors consists of volunteers from various communities. Employees and the board work together to develop and achieve meaningful goals that maximize Functional Industries’ services. The board of directors has the final responsibility for establishing policies, as well as conducting periodic reviews and audits of the operations and procedures of Functional Industries, Inc.

We are honored that you have chosen Functional Industries, Inc. to assist you in meeting your employment goals. We are here to help you to live the fullest life possible by giving you opportunities to gain valuable work skills and employment opportunities that assist you in preparing for, choosing, and keeping employment in an environment of your choice.

Sincerely,

Holly Sunderman  
Director of Vocational Rehab Services



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## *Frequently Asked Questions: SE*

### **What is this program?**

- Supported Employment (SE) is designed to provide you:
  - Support at your job, either at your job or off site
  - Staff that will help you understand your employee handbook, policies, and procedures
  - Case management with team meetings semi-annually and annually
  - Choice and assist you in becoming the most successful worker you can be

### **What can this program help me with?**

- Improved work skills
- Increased work hours and wages
- Opportunity to learn new jobs
- Movement to competitive employment

### **Who decides if I can work with you?**

- You must agree to work with FII staff
- If you have a guardian, they must agree
- You must be referred by VRS, county social service agency, school district, or self
- Director of the program determines eligibility
- If you are found ineligible you, the referral source, and other parties (per the person's request) will be notified to the reason in a verbal or written format
- You will be given any recommendations for alternative services

## **Who pays for the services?**

- The program at Functional Industries accepts but is not limited to the following funding sources:
  - Waiver (with the exception of Prevocational Services)
  - County funds
  - Vocational Rehabilitation Services (VRS) funding
  - Private pay

## **Is there a waiting list?**

- You will be told if FII has a waiting list
- If accepted into services while FII has a waiting list you will be placed on the list and notified as soon as a spot open
- People will come off the waiting list in the order in which they were placed on the list

## **Who will I work with?**

- Staff from Functional Industries.

## **How I do I start?**

- Referrals are made by an outside organization such as County Human Services, Vocational Rehabilitation Services (VRS), State Services for the Blind
- Self referrals

## **ELIGIBILITY**

### **To be eligible for Supported Employment (Job Coaching):**

- You must agree to work with staff from Functional Industries, Inc.
- If you have a guardian they must agree that you will receive services.
- You must be referred by VRS, county social service agency, school district, or self.
- The following forms must be completed by the referral source to participate: *referral form and areas of functional limitations*.
- You must meet a minimum of 3 areas of functional limitations.

\*If you are found ineligible, you and the referral source will be notified and given recommendations for alternative services in writing by the Vice President of Client Services.

## **SERVICES**

### **How to start services:**

1. An informational meeting is scheduled with you and your team to discuss:
  - a. What you want and need from services
  - b. What everyone's roles are going to be (yours, FII staff, other team members)
  - c. Who is paying for your services
2. If accepted you will be assigned a case manager and an intake meeting will be scheduled. The following items will be completed at your intake meeting:
  - a. Clarification on when, where, and how often services will be provided
  - b. Discuss disclosure/nondisclosure of disability to employer
  - c. Create your support plan goals
  - d. Review and sign all required forms
  - e. Develop your review schedule (minimum of two times per year)
  - f. Develop payment agreement with referral source

3. If the program is full, you and your team will be notified by the Vice President of Client Services in writing. You will be placed on a waiting list and the Vice President of Client Services will notify you when a spot opens.
4. You are not required to participate in other FII programs prior to receiving supported employment services.

### **TRANSFER CRITERIA**

You are able to transfer to another program within Functional Industries if you meet the eligibility requirements. If you are interested in transferring contact your case manager.

### **EXIT CRITERIA**

You and/or your guardian can choose to stop services at any time. We ask that you give your case manager a two week written notice.

FII may choose to terminate or transfer services if:

- You are no longer benefiting from services
- You are not complying with eligibility criteria
- If the agreement from the person/agency paying for services expires

\*A written discharge form and letter explaining why services have ended is mailed to you and your team and placed in your file.

### **YOUR RECORDS (Confidential/Private Information)**

You will have a case file at FII; all information will be kept private as defined under MN statutes 15.162 Subdivision 5A. ***What does this mean?***

- Your file is kept in a locked cabinet when not being used.
- Your file is available to authorized staff and signed out when reviewed.
- Your file stays at Functional Industries' at all times except as approved by the Vice President of Client Services of the program. It is signed out if it leaves FII.

- Information may be shared with state and federal officials who are involved in rehabilitation programming or who have a right to know under laws or regulations. Those individuals include: Vocational Rehabilitation Services, Federal and State wage and Hour representatives, federal auditors, Social Security representatives and the human service case managers.
- The above agencies and certain other agencies or individuals listed on a *Consent for Release of Information* are able to request and share confidential information.
- You have access to your file and can review it anytime with your FII case manager to ensure nothing is changed/removed.
- If you are under the age of 18, a parent/guardian may also review your file with a case manager to ensure nothing is changed/removed. If the Commissioner of Public Welfare is the legal guardian, Functional Industries' cannot stop the release of information to the Department of Welfare.
- Certain information in the case record may be considered confidential by other authorities. Information labeled as confidential may not be released to you or to others, even with your permission.

## ***STAFF TRAINING & QUALIFICATIONS***

To provide you the best services we hire the best staff. All staff are trained by Functional Industries when hired and complete monthly trainings. These trainings include: Vulnerable Adult, Incident/Accident Reporting, CPR/First Aid, OSHA, Cultural Competency, Emergency Procedures, Health & Safety, and much more.

**FORMS**



The following forms will be reviewed with you and your team at your intake meeting. You will review these forms every year at your annual meeting and update as needed.

- My rights (copy given to you)
- Grievance policy

**My signature below certifies that the following handbook and forms/policies have been presented to me in a format which I understand:**

**Participant Signature/mark:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Guardian Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## Client Rights & Responsibilities

While you are participating in programs at Functional Industries, you have the rights listed below. These rights must be explained to you and you must receive a copy within five working days of service initiation and annually thereafter.

### Service Related Rights

- 1. You have the right to participate in the development and evaluation of the services being provided to you.**
  - It is your responsibility to provide input, ask questions, state desires/preferences/goals, use the supports provided to help you with your plan and give feedback about your services.
- 2. You have the right to access information applicable to you in adequate time to assist you in making decisions.**
- 3. You have the right to have services identified in the service plan provided in a manner that respects and takes into consideration your preferences.**
- 4. You have the right to refuse or terminate services and be informed of the consequences of refusing or terminating services.**
  - It is your responsibility to talk to your staff, legal representative, or county case manager about why you wish to stop services.
- 5. You have the right to know in advance, limits to the services available from Functional Industries, including Functional Industries' knowledge, skill and ability to meet your service and support needs.**
- 6. You have the right to know conditions and terms governing the provision of services, including Functional Industries policies and procedures related to temporary service suspension and service termination.**
  - It is your responsibility to follow policies and procedures and to listen to reasons why services are being terminated.
- 7. You have the right to a coordinated transfer to ensure continuity of care when there will be a change in the provider.**
  - It is your responsibility to inform your case manager when you are planning to leave services to ensure coordination with the new provider.
- 8. You have the right to know what the charges are for services, regardless of who will be paying for the services and be notified of changes in those charges.**
- 9. You have the right to know, in advance, whether services are covered by insurance, government funding, or other sources, and be told of any charges the person or other private party may have to pay.**
- 10. You have the right to informed consent or refusal or expression of choice regarding how services are provided, release of information, concurrent services and who is on your service delivery team.**
- 11. You have the right to receive services from an individual who is competent and trained, who has professional certification or licensure, as required, and who meets additional qualifications identified in your service plan.**

### Protection Related Rights

- 1. You have the right to have personal, financial, service, health and medical information kept private, and be advised of disclosure of this information by the Functional Industries.**
- 2. You have the right to access your records and information recorded about you in accordance with applicable state and federal law, regulation, or rule.**
  - You have the responsibility to ask your case manager for help if you would like to look at your records.
- 3. You have the right to be free from maltreatment including abuse, financial or other exploitation, retaliation, humiliation and neglect.**

- You have the responsibility to take care of your personal well-being and safety, to be kind and considerate to others, and to notify your case manager of any particular safety needs or concerns.
4. **You have the right to be free from restraint or seclusion used for a purpose other than to protect the person from imminent danger to self or others.**
  5. **You have the right to receive services in a clean and safe environment when Functional Industries is the owner, lessor or tenant of the service site.**
    - You have the responsibility to tell staff about any emergency situation immediately.
  6. **You have the right to be treated with courtesy and respect and receive respectful treatment of your property.**
    - You have the responsibility to tell staff what your likes and dislikes are; tell staff any preferences pertaining to your culture, and help staff to understand you as a person.
  7. **You have the right to reasonable observance of cultural and ethnic practice and religion.**
    - You have the responsibility to tell staff what your likes and dislikes are; tell staff any preferences pertaining to your culture, ethnic practices and religion and help staff understand you as a person.
  8. **You have the right to be free from bias and harassment regarding race, gender, age, disability, spirituality, and sexual orientation.**
  9. **You have the right to be informed of and use Functional Industries' Grievance Policy and Procedures, including knowing how to contact persons responsible for addressing problems and to appeal under MN Statute 256.045.**
    - You have the responsibility to discuss any problem you have with staff before it becomes too serious, to understand that people may see things from different points of view, to listen to other people if they make a complaint about you, to learn about the steps you need to take if you want to make a complaint, and to ask for support in making or dealing with a complaint.
  10. **You have the right to know the name, telephone number, Website, e-mail, and street addresses of protection and advocacy services, including the appropriate state-appointed ombudsman, and a brief description of how to file a complaint with these offices.**
    - See below
  11. **You have the right to access or be referred to legal entities for appropriate representation and/or self-help support services.**
  12. **You have the right to assert these rights personally or have them asserted by a family member, authorized representative, or legal representative, without retaliation.**
    - You have the responsibility to speak up for yourself when you can, to respect other people's rights to speak up for themselves, and to identify someone who will represent you if you are not able to speak for yourself.
  13. **You have the right to give or withhold written informed consent to participate in any research or experimental treatment.**
  14. **You have the right to have Functional Industries adhere to research guidelines and ethics if you are involved in research or experimental treatment.**
    - You have the responsibility to inform Functional Industries of your participation and the guidelines.
  15. **You have the right to associate with other persons or your choice.**
    - You have the responsibility to behave in an appropriate manner, respect the rights and privacy of others, maintain your personal appearance, take part in activities which encourage and maintain friendships, choose your friends, and not bully or put pressure on other people.
  16. **You have the right to personal privacy.**
    - It is your responsibility to respect the privacy of others, tell people your privacy needs, respect others' personal space, take responsibility for your health and safety when alone and to respect others' needs for confidentiality.
  17. **You have the right to engage in chosen activities.**
    - You have the responsibility to take responsibility for your choices, take part as agreed in activities you have chosen, take part in training and engage in employment as you have chosen.
  18. **You have the right to an investigation and resolution of alleged restriction of rights.**
    - It is your responsibility to inform your case manager or the program director if you think your rights have been restricted.

## RESOURCE NUMBERS



6112 322<sup>nd</sup> Street  
St. Cloud, MN 56303  
Phone: 320-240-9550 or 1-800-775-3196  
<http://www.thearcofminnesota.org/>



8161 Normandale Blvd  
Bloomington, MN 55437  
Phone: 952-838-9000 Fax: 320-240-9315  
<http://www.pacer.org/>

### Contact the Office of Ombudsman for Mental Health and Developmental Disabilities (OMHDD)

121 7th Place East  
Suite 420 Metro Square Building  
St. Paul, Minnesota 55101-2117  
**Phone:** 651-757-1800 or 1-800-657-3506  
Fax: 651-797-1950  
<http://mn.gov/omhdd/>

**Minnesota Adult Abuse Reporting Center**  
exploitation neglect financial verbal emotional abuse physical sexual

Minnesota has a new central system  
for reporting suspected maltreatment of  
**vulnerable adults**

- State-wide common entry point available 24/7
- 844-880-1574 is the toll-free phone number for the general public
- Website access for mandated reporters is [mn.gov/dhs/reportadultabuse/](http://mn.gov/dhs/reportadultabuse/)

Effective July 1, 2015

For more information go to [mn.gov/dhs/adult-protection/](http://mn.gov/dhs/adult-protection/)

DHS-5728 (24) 5-15

## **Grievance Policy**

### **Policy**

It the policy of Functional Industries to ensure that people served by Functional Industries have the right to respectful and responsive services. We are committed to providing a simple complaint process for the people served in our programs and their authorized or legal representatives to bring grievances forward and have them resolved in a timely manner.

### **Procedures**

#### **Service Initiation**

A person receiving services and their case manager will be notified of this policy, and provided a copy, within five working days of service initiation.

#### **How to File a Grievance**

1. The person receiving services or person's authorized or legal representative:
  - a. Should talk to a staff person that they feel comfortable with about their complaint or problem;
  - b. Clearly inform the staff person that they are filling out a formal grievance and not just informal complaint or problem; and
  - c. May request staff assistance in filing a grievance.
2. If the person or person's authorized or legal representative does not believe that their grievance has been resolved they may bring the complaint to the highest level of authority at Functional Industries.

That person is: **Rod Pederson**

They may be reached at: **763-233-5161**

#### **Response by the Program**

1. Upon request, staff will provide assistance with the complaint process to the service recipient and their authorized representative. This assistance will include:
  - a. The name, address, and telephone number of outside agencies to assist the person; and
  - b. Responding to the complaint in such a manner that the service recipient or authorized representative's concerns are resolved.
2. Functional Industries will respond promptly to grievances that affect the health and safety of service recipients.
3. All other complaints will be responded to within 14 calendar days of the receipt of the complaint.
4. All complaints will be resolved within 30 calendar days of receipt.
5. If the complaint is not resolved within 30 calendar days, Functional Industries will document the reason for the delay and a plan for resolution.

6. Once a complaint is received, Functional Industries is required to complete a complaint review. The complaint review will include an evaluation of whether:
  - a. Related policy and procedure were followed;
  - b. Related policy and procedure were adequate;
  - c. There is a need for additional staff training;
  - d. The complaint is similar to past complaints with the persons, staff, or service involved; and
  - e. There is a need for corrective action by Functional Industries to protect the health and safety of persons receiving services.
7. Based on this review, Functional Industries must develop, document and implement a corrective action plan designed to correct current lapses and prevent further lapses in performance by staff or Functional Industries, if any.
8. Functional Industries will provide a written summary of the complaint and a notice of the complaint resolution to the person and case manager that:
  - a. Identifies the nature of the complaint and the date it was received;
  - b. Includes the results of the complaint review; and
  - c. Identifies the complaint resolution, including any corrective action.

**FII staff will not retaliate against you or create barriers to services for filing a grievance.**

**The complaint summary and resolution must be maintained in the person's record.**