



Job Seeker Guide

Employment Services

DHS 245D Waiver Services

WELCOME to **LJ&A Employment Counseling and Placement Services**

This handbook has been created to describe services available to you, to provide information about your rights as a recipient of **LJ&A** services and to serve as a guide in answering questions about your experience with us.

It is my hope that your experience with **LJ&A** will help you achieve your goals. I am confident that if we *work together*, we will achieve satisfactory outcomes on your behalf.

Thank you for putting your trust in LJ&A Employment Counseling and Placement Services, LLC.

Elizabeth Jones
Owner, Director of Operations



This manual is available in alternate formats upon request.

*As a customer of **LJ&A** you have rights concerning the delivery of services to you. Outlined below are several points regarding those rights and how **LJ&A** will provide employment services to you.*

Admission Policy

It is the policy of **LJ&A Employment Counseling and Placement Services, LLC**, to promote continuity of care by ensuring that admission and service initiation is consistent with a person's service recipient rights under section [245D.04](#) and this licensed program's knowledge, skill, and ability to meet the service and support needs of persons served by this program. [\(Link\)](#)

Explanation of Services

Individuals Served

LJ&A provides employment services targeted for your success. In turn, customers should desire and want the services of **LJ&A**.

The Director of Operations or designee will make a determination on order of selection for services if a waiting list needs to be established. Job seeker needs, readiness for identified employment services and case load composition will be considered in making a determination for services.

Typically, an intake meeting is arranged with the job seeker, employment professional and the referring counselor. During the meeting the employment goals of the job seeker are identified. The employment professional confirms a plan for achieving those goals and the referring counselor guides the plan and services.

LJ&A Diversity Initiatives

LJ&A's diversity initiatives are applicable to both our employees and clients in our practices and policies including efforts to develop an environment built on the premise of gender and diversity equity that encourages and enforces:

- Respectful communication and cooperation between all employees and clients.
- Employee and client participation, permitting the representation of all groups and perspectives.

Maltreatment of Vulnerable Adults Policy

LJ&A staff are mandated reporters, trained in identifying suspected abuse or maltreatment. LJ&A has policies and procedures in place to report a suspected maltreatment and abuse of adults and minors.

[Link – 2 links](#) [Minors](#) and [Adults](#)

LJ&A Program Abuse Prevention Plan

Staff will be trained on the Program Abuse Prevention Plan, Maltreatment of Minors and Maltreatment of Vulnerable adults during orientation. LJ&A does not allow Manual Restraint and staff will be given training on alternative options. LJ&A's Program Abuse Prevention Plan will be updated and reviewed annually and shared with job seekers and staff.

[Link](#)

Your ***Individual Vocational Services Plan**** will then be established between you, your employment professional and your referring resource. The plan will include specific job goals which may include location, number of hours, responsibilities and pay, or your goals for specialized employment services. It will include reasonable accommodations and a plan for support. Responsibilities for you and your employment professional will be outlined. You and your assigned employment professional will meet to work on identified services.

Hours of Operation

LJ&A has regular hours of operation from 8:00 a.m.–4:30 p.m., Monday–Friday. **LJ&A** staff strives to meet job seekers in locations that are convenient, accessible, and are helpful to the task at hand such as job searching, practice interviewing, vocational testing, job site coaching and work assessments that may occur outside of traditional business hours.

Roles and Responsibilities of the Job Seeker, Employment Professional Referring Resource or Designated Coordinator

Securing employment can be a challenging experience. Expectations of all parties in this process should be identified to allow the job seeker, employment professional and rehabilitation counselor to work effectively and to assure a successful employment outcome.

Job Seeker Expectations:

- Attending scheduled meetings with your **LJ&A** employment professional
- Being prepared by focusing on the employment services provided. Keep cell and texting usage on hold during meetings
- Completing assigned tasks such as obtaining reference

information, calling employers and following up on employer contacts.

For Job Seekers Receiving Wages for Services Involving Work on the Job

For Job Seekers who receive a wage for work under services; such as, Internship, Job Tryout or Work Experience, completion of a W9 is required.

Job Seekers are paid the prevailing minimum wage and submit timesheets weekly. They are paid every two weeks, and Job Seekers receive a paper check via U.S. mail. 1099's are issued annually

Documents related to your goals of a work experience and your pay are available to you in alternate formats, including your language of origin.

Employment Professional Expectations:

- Assist you in developing your ***Individual Vocational Services Plan****
- Provide you with support and direction
- Assist you in determining work opportunities and priorities
- Meet with you regularly
- Assist you in developing your resume
- Assist you in writing cover and follow up letters
- Locate leads and teach you to find leads with relevant resources (internet searches, INDEED) Networking,
- Help you to prepare for interviews
- Discuss your presentation skills
- Determine your strengths and barriers to assist in vocational planning
- Assist you in representing your disability (Disclosure)
- Provide guidance in accepting a position and negotiating aspects of employment (i.e. wages, hours, duties)
- Review and discuss summary of work experiences

Admission Process

When your Waiver Referral is initiated the designated coordinator will assure:

- Admission information with demographics
- Service information including service initiation information
- Verification of eligibility for services
- Health information including medical history, special dietary needs and allergies
- Copy of the current coordinated services and support plan
- Service planning assessment
- Record of other service providers

Temporary Service Suspension

It is the policy of **LJ&A Employment Counseling and Placement Services, LLC**, to ensure our procedures for temporary service suspension promote continuity of care and service coordination for persons receiving services.

[Link](#)

Service Termination

It is the policy of **LJ&A Employment Counseling and Placement Services, LLC**, to ensure our procedures for service termination promote continuity of care and service coordination for persons receiving services.

[Link](#)

Data Privacy

LJ&A Employment Counseling and Placement Specialists, LLC, recognizes the right of each person receiving services in **LJ&A** to confidentiality and data privacy. This policy provides general guidelines and principles for safeguarding service recipient rights to data privacy under section [245D.04](#), subdivision 3(a) and access to their records under section [245D.095](#), subdivision 4, of the 245D Home and Community-based Services Standards.

- Private data includes all information on persons that has been gathered by **LJ&A** or from other sources for program purposes as contained in an individual data file, including their presence and status in **LJ&A**.
- Data is private if it is about individuals and is classified as private by state or federal law.

[Link to Data Privacy Policy](#)

Job Seeker Screening

It is the policy of **LJ&A** to screen all job seekers for criminal backgrounds. Information obtained is incorporated into the employment planning process. A criminal background does not prevent job seekers from services with **LJ&A**.

SOCIAL MEDIA

LJ&A respects employee rights to use of social media; such as, Facebook, Twitter, Linked-In, Instagram, Snapchat and other social media platforms and encourage individual self-expression.

Photos of worksites are prohibited in any way from being published on social media.

LJ&A prohibits staff from disclosing employment facts or information on social media sites and to maintain professional standards in refraining from all communication about sites via social media from services with **LJ&A**.

LJ&A does not administer or monitor any medications for Job Seekers

Emergency use of Manual Restraint Policy – EUMR- LJ&A NOT ALLOWED POLICY

It is the policy of **LJ&A Employment Counseling and Placement Services, LLC**, to promote the rights of persons served by **LJ&A** and to protect their health and safety during the emergency use of manual restraints.

“Emergency use of manual restraint” means using a manual restraint when a person poses an imminent risk of physical harm to self or others and it is the least restrictive intervention that would achieve safety. Property damage, verbal aggression, or a person’s refusal to receive or participate in treatment or programming on their own, do not constitute an emergency.

[Link to Manual Restraint Policy](#)

Confidentiality of and Access to Case Records:

A customer of **LJ&A** has the right to privacy and confidentiality about information maintained in his/her record. Information collected and maintained will be treated as confidential and may not be shared outside of **LJ&A** without your specific written permission. A Release of Information form must be signed identifying specific information to be shared and with whom. This form is time limited.

Review of File

Information in your file is only accessible to you or your legal guardian. Notify your assigned **LJ&A** staff person if you would like to look at data in your file. It is important to note that only data generated by **LJ&A** staff are available to you. Contents of your file obtained from other sources (school records, medical reports, etc.) will not be available for you to review; you must obtain that information from the original source.

In reviewing your file you must:

- give at least 24 hours notice prior to coming to see your record.
- have an **LJ&A** staff person in the room with you when looking

- at your file.
- pay for copies that you request.

You may

- ask to have information modified, corrected or removed from your file.

You should ask for this change in writing, addressed to **LJ&A**. After 30 days, administrative staff will either have the information changed or will give you a written explanation of why the changes are not being made. You may choose to utilize the grievance procedure (below) or, you may put a statement in your file that you feel amends the information.

Grievances

It is the policy of **LJ&A Employment Counseling and Placement Services, LLC**, to ensure that people served by **LJ&A** have the right to respectful and responsive services. We are committed to providing a simple complaint process for the people served in our program and their authorized or legal representatives to bring grievances forward and have them resolved in a timely manner.

[Link to policy](#)

LJ&A strives for positive resolution of complaints, and is focused on quality employment outcomes for all their customers.

Summary

LJ&A are career employment professionals dedicated to providing customized employment services: assessment and job search assistance to customers experiencing barriers to employment. A results-oriented philosophy in securing employment, yet supportive of the comprehensive needs of our customers is the framework for our service offerings.

We wish you good luck in your employment journey. Our hopes are that you will secure employment and succeed in achieving your personal goals.

Job Seeker Acknowledgement

I acknowledge receipt/review of the
Job Seeker Guide to 245D Waiver Employment Services
of
LJ&A Employment Counseling & Placement Services, LLC.

Job Seeker Signature

Date

Designated Coordinator/
Referral Source Signature

Date

Legal Guardian Signature

Date

LJ&A Staff Signature

Date