



Job Seeker Guide
to Employment Services
DEED/VRS
P/T Contracted 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.

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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.

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

[Link](#)

LJ&A Program Abuse Prevention Plan

[Link](#)

Your **Individual Vocational Services Plan*** will then be established between you, your employment professional and your referring counselor. 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 and Rehabilitation Counselor, 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

*** *IVSP and Signed Placement Plan are interchangeable.***

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

Role of the Referring Resources or Rehabilitation Counselor:

When making a referral for Job Placement services, your Rehabilitation Counselor initiates an Invitation to Placement process that includes:

- a sample application and resume
- documentation of your disability(ies).

While receiving job placement services, your Rehabilitation Counselor requires a written update every two weeks for the duration of your support from LJ&A. This includes the job search process and for 90 additional days after you are permanently on the job.

You (job seeker), your Rehabilitation Counselor, and LJ&A staff will meet every 60 days to review progress and discuss service delivery.

Re-Authorization or Discontinuation of Employment Services

Job search and job placement can be very challenging. At any time, you may request to discontinue employment services with **LJ&A**. In turn, **LJ&A** staff may request to discontinue services.

Termination of services may be for lack of progress on goals, concerns about safety or other reasons identified with your Rehabilitation Counselor. LJ&A will request that your Rehabilitation Counselor re-authorize new job placement services when current Services have not resulted in a successful placement within 8 to 10 months of working together. If this occurs, a careful review of events and strategies will occur and your goals will be revised and/or modified.

Repeat Placement

Sometimes a job doesn't work out and you may want to return for additional employment services. If your referring counselor agrees, **LJ&A** will again provide employment services for you.

Job Seeker Records

In the course of providing service to you, **LJ&A** collects and uses pertinent information and stores it securely. The information becomes the property of **LJ&A**.

LJ&A complies with applicable state and federal laws that govern health record practices. Two (2) significant laws are:

- HIPAA, a federal standard on privacy of protected health information called the Health Insurance Portability And Accountability Act and
- The Minnesota Data Privacy Act.

[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**.

Job Seeker Rights

Job Seeker Rights

Customers have the right of freedom from.

- Abuse
- Financial or other exploitation
- Retaliation
- Humiliation
- Neglect

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

Manual Restraint Policy - EUMR

LJ&A does not use seclusion or restraints.

[Link to Manual Restraint Policy](#)

Bill of Rights

Minnesota promotes the interests and well-being of consumers through a law known as the “Bill of Rights.” These include Minnesota Chapter 13, Statutes 13.47 and 13.02. The text of these statutes may be obtained upon request or can be obtained by going to the following website:

[www.Minnesota Statutes 13.47](#)

[www.Minnesota Statutes 13.02](#)

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

As a recipient of **LJ&A** employment services, it is your right to express your belief that there is or was some barrier keeping

you from fully participating in job search, work assessment and/or other services. Filing a grievance will not result in retaliation or barriers to services. **LJ&A** encourages respectful and responsible problem solving.

Step 1 If you are able to do so, speak directly with the people involved. Involve a management team member to ensure appropriate people are involved to address your complaint or questions.

Step 2 If the problem is not resolved through discussion, then put your complaint in writing. You will receive a written response within three days.

Step 3 You may speak with your referring counselor about your complaint. If your referring counselor is not able to help you to take care of the problem, then

Step 4 If you received vocational rehabilitation services from Minnesota, you have the option of contacting:

Client Assistance Project (CAP)
Minnesota Disability Law Center
430 First Avenue North, Suite 300
Minneapolis, MN 55401-1780
Metro: 612-334-5970
(TDD: 612-332-4668)
Greater Minnesota: 1-800-292-4150

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

Professional Code of Ethics

LJ&A adheres to the Code of Professional Ethics for Rehabilitation Counselors as adopted by the Commission on Rehabilitation Counselor Certification (CRCC). A full copy of this code can be found at: www.crc certification.com/code-of-ethics-3

Follow up services

After completion of a specific vocational service, you may receive a follow up survey in the form of a telephone call, email or written correspondence. The survey is intended to assist us in improving our services.

LJ&A will provide support to you for approximately 90 days after you become employed. A follow up survey will be distributed to obtain information on your satisfaction with services. **LJ&A** is committed to obtaining follow-up and satisfaction data after **each** provision of services to make changes if necessary, and to plan for future service delivery.

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 Employment Services
of
LJ&A Employment Counseling & Placement Services, LLC.

Job Seeker Signature

Date

Vocational Rehabilitation Signature

Date

Legal Guardian Signature

Date

LJ&A Staff Signature

Date