

Blue Earth and Nicollet Counties Provider Agencies Handbook

*Prepared by
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Hiring From Provider Agencies:

If you choose to hire your support from a company or an agency, the first step is making contact. This handbook provides a listing of providers located in Blue Earth and Nicollet Counties that may offer the kinds of services you are looking for. Of course, many provider agencies cannot only manage your support but can also help identify your needs and assist you with a variety of services.

If hiring from a provider seems right for you, first you must find out what is available. Asking the following questions may give you a place to start:

- Who are my long-time friends and social contacts? Do they know of some agencies?
- What organizations have been helpful in the past?
- Have I heard any good “word-of-mouth” advertising about particular agencies?
- Do I already know someone who works at a local agency?

When talking to potential provider agencies, take notes. List the date of your conversation, the agency’s name, who you spoke with, their telephone number, and any comments that might help you make a decision later.

At the end of this handbook, you will find checklists of questions you might want to ask while talking to potential providers. Provider agencies are happy to give you information about their services. So don’t be afraid to ask questions!

What to Do if You Have Complaints or Concerns:

Before you enter into a relationship with a provider agency, ask about their complaint process. Most agencies are required to have procedures in place to investigate and resolve complaints. Understanding how and to whom to address your concerns may save you from future frustration.

If you have a complaint, your first step should be to inform the agency. Give them a chance to resolve the problem. More often than not, they will work hard to address your concerns and find a solution.

If, however, you have informed the agency of a concern and are dissatisfied with their response, you may contact one of the following three organizations for help:

State Office of Ombudsman for Mental Health and Mental Retardation

121 Seven Place, E., Suite 420
Metro Square Building
St. Paul, MN 55101-2117
Phone: (612) 296-3848 or (800) 657-3506

Minnesota Office of Health Facility Complaints

393 North Dunlap
P.O. Box 64970
St. Paul, MN 55164
Phone: (612) 643-2520 or (800) 369-7994

Minnesota Department of Human Services

Community Support for Minnesotans with Disabilities
444 Lafayette Road, N.
St. Paul, MN 55155-3857
Phone: (612) 296-6117 or (800) 627-3529

Alliance Health Care, Inc.

Address: Madison East Center 1400 Madison Avenue, #212 Mankato, MN 56001	Contact:
Phone: (507) 386-1953	Fax: (507) 386-1692
Internet: www.alliancehealthcare.com	

“We strive to maintain a progressive, nurturing environment with a team that is dedicated to fulfilling the highest standards of quality care.”

In 1989, a parent needed home-care services for her 7-year-old daughter who has Down’s Syndrome. Both personal care and therapy personnel were hired to work in the safety and comfort of their home. The parent’s personal knowledge of home-care needs and business led her to incorporate Alliance Health Care in October 1990 as a personal care provider organization. In 1992, Alliance Health Care began providing in-home family support and, in July 1993, became a Class “A” licensed home health agency and state-enrolled medical supplier. Since our first PCA and therapist in 1989, Alliance Health Care has grown into a home health care network with approximately 1,000 clients; nearly 2,000 employees annually; and 4 regional offices throughout Minnesota.

Philosophy

Alliance Health Care believes health care is a basic human right. It must be available and provided in a comprehensive manner that enhances the quality of life for individuals in need. Home health care is an important part of the health care system that helps to ensure quality of life. We strive to maintain a progressive, nurturing environment with a team that is dedicated to fulfilling the highest standards of quality care. Alliance Health Care and its staff shall operate and furnish services in compliance with all applicable federal, state, and local laws and regulations and accepted professional standards and principles.

Goals and Objectives

- To provide all levels of home care service, allowing the client to be in their home and involved in establishing, implementing, and evaluating services.
- To provide a coordinated team approach to therapeutic and rehabilitative health care services utilizing nursing, home health aides; medical social services; physical, occupational, and speech therapy; nutritional consultation; and a system of referral, follow-up, and evaluations.
- To provide home health care services and training sufficient to ensure the client and their caregiver the assumption of personal responsibility for health and personal needs.
- To provide educational opportunities within the health care system for employees through an ongoing participation in professional organizations.
- To provide coordinated liaison with health and welfare agencies to meet the needs of the community through joint efforts, meetings, and community awareness programs.

Health and Personal Care Services

We provide skilled nursing/case management, home health aides, personal care attendants, homemaking, therapies, respite care, housing with services, medical supplies, and durable medical equipment and companion services. We accept all major insurance in addition to county waivers, Medicare, Medicaid, and private pay.

Rule 42/Supported Living and Waivered Services Provided

In addition to our home health care services, Alliance Health Care also operates a small number of waivered service sites. These homes allow individuals maximum independence and participation in society. We believe in going beyond ordinary services and customize our homes to meet each resident's needs. Alliance Health Care understands that each resident is a special and unique individual. In addition to having their own rooms, residents are encouraged to make their own decisions. From grocery shopping, meal preparation, and home decoration to chores and leisure time, each person chooses his/her participation level. Family members are also encouraged to become involved in activities such as outdoor picnics or trips to the shopping mall. We strive to help everyone feel truly at home. As with all of our services, Alliance Health Care provides our clients with qualified, compassionate staff. Our QMRP's and house coordinators are pivotal in the care of our residents.

Licensure/Accreditation

- Personal care and assisted living providing including housing with services and foster care. Enrolled by the Minnesota Department of Human Services.
- Medicare-certified/Medicaid-enrolled Class A licensed home-care provider.
- Medicare, Medicaid, and private insurance provider of quality home medical supplies and equipment – delivery and setup throughout Minnesota and western Wisconsin.

Amber House, Inc.

Address: 317 Cardinal Drive Mankato, MN 56001	Contact: Lois A. Palmer, Administrator
Phone: (507) 388-9964 (corporate office)	Fax: (507) 388-2426 (corporate office)

or

Address: 317 Cardinal Drive Mankato, MN 56001	Contact: Gladys Berlin, Program Director; or Liz Tabor, Program Coordinator
House Phone: (507) 344-0209	Cell Phone: (507) 304-2958

Mission

To support individuals to discover, develop, and grow their talents, abilities, and relationships in order to live their life to the fullest.

Description of Services

Amber House, Inc., provides waived and adult foster care services in a new home-setting for people with developmental disabilities and related conditions in Blue Earth County. We are a small provider who remain committed to our mission and the people involved. Our programs are developed for individualized and group in-home and community activities. We always focus on the reason we are here.

Licensure

Amber House, Inc., is licensed through the Minnesota Department of Human Services to provide 245B Waiver for People with Developmental Disabilities (DD Waiver) and through Blue Earth County Human Services to provide 203 Adult Foster Care (AFC).

ELM Homes

Address: P.O. Box 489 Waseca, MN 56093	Contact: Gene Miller, Administrator
Phone: (507) 835-1146	Fax: (507) 835-4574

or

Address: 206 W. Ninth Street Mankato, MN 56001	Contact: Gene Miller, Administrator
Phone: (507) 625-8905	Fax: (507) 625-8413

Other Contacts

Mavis Klein, Administrative Assistant
Shannon M. Peters, LSW, Director of Program Services, QMRP
Amy Smith, LSW, Program Resource Supervisor, QMRP

Philosophy

ELM Homes' philosophy is to provide a variety of residential settings and training within the community; to ensure individualized quality of programs, quality of life, independence, and self-determination within each individual.

Services

ELM Homes has been providing residential services to individuals with developmental disabilities in Waseca since 1979. Since the early 80's, ELM Homes has expanded to provide numerous residential-based services to approximately 250 consumers with disabilities and their families in nine south-central Minnesota counties: Nicollet, Le Sueur, Scott, Blue Earth, Waseca, Steele, Dodge, Faribault, and Freeborn.

ELM Homes provides a continuum of services which include the following:

- Residential homes – ICF/MR – Class A
- Residential homes – ICF/MR – Class B
- Supervised living services (SLS)
- Semi-independent living situations (SILS)
- Traumatic brain-injured program (TBI)
- In-home family support programs
- CADI
- Adult foster care homes
- Child foster care homes
- Personal care attendant (PCA)
- ELM Care Day Care Center, Waseca

Many of our homes are handicapped-accessible. We provide vehicles that accommodate wheelchairs and physically-challenged consumers. Furthermore, ELM Homes encourages each individual to take part in their community including, but not limited to: use of the library and

shopping malls, bowling and theater, dances, community education classes, church, and dining out. Staff are trained in providing community integration/access and recreational activities. We are proud of the communities we serve, proud of our consumers, and feel community access is beneficial to both.

ELM Homes hires the best qualified staff for its positions. At the present, we have approximately 400 employees, including programmatic/QMRP, administrative, and maintenance staff. Additionally, ELM Homes has registered nurses and licensed practical nurses on staff in order to provide medical care for our consumers. Orientation and ongoing training for all employees ensures the best quality care and services. Training includes such topics as behavioral problem-solving, recreation activities, Rule 40 and other regulations, data privacy, and medical topics such as CPR and first aid.

Licensure

ELM Homes and its services are under a number of licenses, rules, and regulations. They are:

- DHS Rule 10
- DHS Rule 17
- DHS Rule 185
- DHS Rule 40
- DHS Rule 203
- Department of Health
- Department of Public Safety
- Adult residential habilitation
- Vulnerable adults/children
- Admission rule
- Case management
- Aversive and deprivation procedures
- Adult/child waiver
- Adult/child foster care
- State and federal ICF/MR
- State and local fire inspection

Griffin Housing Services, Inc.

Address: 117 Capri Drive Mankato, MN 56001	Contact: Shelley B. Gilman, Program Manager
Phone: (507) 388-6434 or (507) 327-6220	
Email: shelley2@hickorytech.net	

or

Address: 108 Tundra Court Mankato, MN 56001	Contact: Jamie Schmidt, Program Manager
Phone: (507) 327-4702 or (507) 388-4545	
Email: jamietundra@charter.net	

or

Address: 109 Swan Lane Mankato, MN 56001	Contact: Leslee Trio, Owner and QMRP
Phone: (507) 345-4948 or (507) 995-2852	

Mission

We support individuals with a variety of support needs in their home and community.

Values

- A safe and relaxing home
- Community opportunities
- Trained and professional staff
- Support from and communication with the individual and his/her team
- Health and safety, providing training for staff and consumers.
- Flexible and creative supports and programs
- Education
- Self-advocacy and self-determination
- Staff retention/staff consistency

Services

Currently, we have two waived group homes. We support individuals with a variety of support needs, including: developmental disabilities, TBI, autism, Asperger's, and mental health issues. We are a PCPO provider and are licensed to provide PCA services.

Licensure

We are licensed by the Minnesota Department of Human Services (Consolidated Rule 245B) and Blue Earth County Adult Foster Care (Rule 203).

Habilitative Services Inc.

Address: P.O. Box 776 New Ulm, MN 56073-0076	Contact: Curt Bossert, Regional Administrator
Phone: (507) 233-4400	Fax: (507) 354-7574
Email: curtb@habsvinc.com	
Internet: www.habsvinc.com	

or

Address: 1400 Madison Avenue Suite 348 Mankato, MN 56001	Contact: Lifestyles Specialist Coordinator or Karen Eisenbacher, Program Manager
Phone: (507) 625-6047	Fax: (507) 625-8867
Email: karene@habsvinc.com	
Internet: www.habsvinc.com	

“Quality of life is achieving potentials.”

Habilitative Services, Inc. was founded in 1985 on a simple but unique foundation. The cornerstones of that foundation are to provide value-based services which enhance an individual's quality by developing, maintaining, or restoring skills; modifying the environment; or by using adapted technology.

Habilitative Services, Inc. is a leader in the communities it serves with the ability to assess people's needs and creatively develop a service delivery system to meet those needs. Self-determination and inclusion are fundamental to the individual's life plan.

Habilitative Services, Inc. actively promotes self-advocacy. Through this involvement, new directions and initiatives put the decision-making with the person receiving support and their personal networks.

Habilitative Services, Inc. employs over 1,250 professionally-trained individuals who are encouraged to take ownership in the company and be actively involved in decisions.

Mission

- To focus on individual values.
- To promote employee ownership.
- To be financially sound.

Vision

To be the preferred resource for the customer.

Guiding Principles

- Every individual has potential for growth.
- Every individual is valued.
- We are credible and dependable.
- We are practical.
- We take ownership
- We maximize resources.

Case Management Services

Habilitative Services, Inc. uses its experienced resources to help arrange, secure, monitor, and evaluate services for individuals while protecting their rights. Our licensed social worker works with the individual and their family to coordinate service they are eligible for.

Education Department

The Habilitative Services, Inc. Education Department's mission is to provide the most effective, high-quality training programs to all levels of employees. The education department prides itself on developing cost-effective, customized training or consultation tailored to specific individual/agency needs.

Training programs have been developed to meet DHS requirements with qualified hands-on training. Offering a complete training schedule throughout the year, Habilitative Services, Inc. also offers specialized workshops and seminars. Utilizing the latest in computer training technology, materials are presented in a visually-stimulating and retention-structured way.

Durable Medical Equipment

Habilitative Services, Inc. is a DMEPOS provider which includes wheelchairs, walkers, mechanical lifts, hospital beds, and repairs. The Habilitative Services, Inc. durable medical equipment provider will make sure you get the best fit that works with you and your specific needs.

We provide adaptations, repairs, and maintenance to seating systems, braces, wheelchairs, walkers, communication devices, and all durable medical equipment.

The Habilitative Services, Inc. DME department can educate on-site specific issues concerning ergonomics, safety, lifts, transfers, positioning, care of the back, and range of motion.

Guardianship/Conservatorship

For some adults or elderly individuals, there comes a time when they can no longer make decisions necessary to care for themselves or their finances.

Habilitative Services, Inc., can provide guardianship or conservatorship on an hourly basis to assist in making the lives of these loved ones less worrisome. Fees for the services may be paid individually or by a county agency.

Home Health

Nursing Services: Services are completed by a registered nurse and may include the following tasks:

- Dressing changes, giving medications and injections, catheter care.
- Instructing you and your family about your health care needs or diet.
- Monitoring changes in your health and reporting these changes to your physician.

Personal Care Assistant: Staff works under the supervision of a registered nurse. This may include any of the following:

- Assistance with personal cares, such as bathing, dressing, and grooming.
- Exercise.
- Diet and nutrition.
- Skin care.
- Medication reminders.

Respite Care: Respite care can be provided on a daily or hourly basis.

Homemaker Services: Staff will complete household chores for you, such as:

- Housekeeping.
- Shopping.
- Meal preparation.
- Laundry.

Personal Care Assistant Services

Services are designed to assist an individual to live as independently as possible and remain in their home. Personal care services are ordered by a physician and supervised by a registered nurse. Services include monitoring of medical conditions; personal cares, such as dressing and grooming; and assistance with medications. Personal care is not babysitting or homemaker services. Services are paid through the Medical Assistance Program.

Community Supports (CAC, CADI, TBI Waiver)

Habilitative Services, Inc. provides residential supports and services to individuals who are not able to live independently in the community yet do not require 24-hour supervision. Independent living skills (ILS) are hourly services funded through the CAC, CADI, and TBI Waiver programs.

Habilitative Services, Inc. also provides 24-hour corporate foster care for individuals who require that level of support to live in the community. These services are also funded through the CAC, CADI, and TBI Waiver programs. The county of financial responsibility determines eligibility and levels of service for both programs.

Supportive Living Services (MR/RC Waiver)

Habilitative Services, Inc. has trained professionals provide residential service on a daily basis to persons who require 24 hours or less of supervision, assistance, or training.

Persons eligible for supported living services have been diagnosed with mental retardation and/or related conditions and have been approved for service by their county family services agency.

Supported living services may be provided on an hourly or daily basis in the individuals home or in a licensed foster home.

Elderly Services

Habilitative Services, Inc. is registered as an elderly housing with services provider and licensed as a home care, Class A provider. HSI provides elderly housing in a comfortable, community-oriented living arrangement that allows individuals to maintain their independence while at the same time have a complete range of support services close at hand.

Habilitative Services, Inc. has tailored its elderly housing with services for individuals who need support to maintain their independence -- a real family atmosphere with health care services. Family and friends are always welcome, and we promote intergenerational activities.

Person-Centered Planning

Person-centered planning is a future-oriented process which assists individuals in identifying personal preferences and goals and the supports needed to accomplish these goals. It is based on the individual's dreams and is developed by the individual with assistance, as desired, from family and friends.

Person-Centered Invites Us To:

- Identify and develop the gifts of each person.
- Develop a vision that expresses these gifts.
- Build a support group and action plan to make these ideals happen.
- Build a community network of acceptance.
- Change services to be more responsive to the interests of people.

Harry Meyering Center

Address: ICF/MR 109 Homestead Drive Mankato, MN 56001	Contact: David Ross, Program Director, ICF/MR Mary Bloodgood, Program Director, SILS Joey Freyberg, Program Director, SLS Judy Arzdorf, Director of Program Services Carol Lee, Executive Director
Phone: (507) 387-8281	Fax: (507) 625-9948

“HMC utilizes state-of-the-art principles and technology coupled with over 30 years of experience to meet complex issues presented by persons we serve.”

For 30 years, HMC has remained a nonprofit organization committed to helping people with developmental disabilities to lead full lives in the Mankato community. To do that, HMC has responded to the changing needs and expectations that consumers and their families have of service providers.

Since 1973, HMC has utilized state-of-the-art principles and technology coupled with 34 years of experience to meet complex issues presented by persons we serve. HMC has remained committed to supporting people in their chosen lifestyle as described by the values. The HMC values guide the decision-making and interactions throughout the agency.

We Value

- A home which is safe and relaxing; offers privacy; and reflects the interests, routines, and personalities of those living there.
- Respectful communication which promotes and protects the interests of individuals served, employees, and the agency.
- An emotionally-safe environment which promotes security and a sense of well-being for all.
- Physical safety with a carefully-determined balance of individuality, security, protection, and choice.
- The right of choice, recognizing that individuals have differing abilities to choose, comprehend, and experience the consequences.
- Teaching and/or supporting individuals served in the accomplishment of their goals.
- A culture that fosters and supports teamwork.
- Practices which promote socially-valued roles of all individuals served as a way to enhance acceptance, self-esteem, and relationships.
- Proactive leaders/managers who demonstrate competency and integrity and who are responsive to and supportive of the persons they mentor and empower.
- A well-trained, diverse workforce committed to person-centered services and the contributions they make as team members.
- Fiscally-sound practices which reflect a commitment to our mission statement and preserve the integrity of the organization.
- Planning for and responding to challenges with creativity and innovation.

- The best health possible given the unique characteristics of each individual served.
- The exercise of legal and civil rights afforded to each citizen.
- A culture that fosters and supports teamwork.

The Harry Meyering Center is made up of several service models.

Intermediate Care Facility - Homestead Road

The intermediate care facility at 109 Homestead Drive, Mankato, consists of apartments that are designed to meet the needs and preferences of adults learning and living in the community. Each person has a private bedroom with shared living, dining, and bathroom. Opportunities to be an active participant in the Mankato community are encouraged and supported.

The program is staffed 24 hours each day in a manner which effectively supports persons residing there. Staff are trained to proactively work with issues of behavioral intervention and education, physical disabilities, health maintenance, speech and language development, deafness, blindness, aging and retirement, and community integration.

A team of nurses compliments the direct-service staff to ensure necessary medical oversight and communication with the medical community.

Intermediate Care Facility - Prairie's Edge

A home for six constructed in 2005. The home offers ICF services in a lovely new setting.

Semi-Independent Living Services (SILS)/In-Home

The semi-independent living services program, one of the oldest in the state of Minnesota, was created in 1975. SILS provides counseling, training, and support needed for people to live alone, with a roommate, or a spouse in their own apartment or home or in the family setting as they prepare for greater independence.

Areas of focus include: meal management, shopping, financial management, personal appearance, apartment maintenance, accessing resources, right and responsibilities of community living, social and leisure skills, and general medical supervision. The amount of staff support varies based on need. The SILS service serves many people with mental retardation and developmental disabilities.

A unique feature of HMC's semi-independent living service is the availability of on-call services, allowing a SILS staff response on holidays and weekends. Services can be modified to support individuals utilizing nontraditional mechanisms.

Under the CADI and TBI Waivers, a similar service is designed for people with traumatic brain injury and for others who are elderly, physically disabled, or have mental health issues.

Supportive Living Services (SLS)

Supportive living services began in 1985.

SLS services are specifically designed to the individual's unique needs and desires. Some persons live alone or with their families. Others live with three or four housemates in 24-hour supervised homes scattered throughout the Mankato community. Several homes are owned by consumers' families with HMC providing the program component.

The focus of services is the support necessary for people to be successful in the community. We are proud of the individual, self-directed lives that people live. Supports include training skills in all areas of daily living and community living, counseling, monitoring and supervision, and whatever supports are needed for people to carry out their dreams and desires. Nurses also provide medical oversight as a part of this support.

Licensure/Accreditation

- The SILS Program is licensed by DHS under Consolidated Rule 245B.
- The SLS homes are licensed by Blue Earth County under Adult Foster Care. Services provided by the program are licensed by the Department of Human Services under the Consolidated Rule 245B.
- The ICF/MR is certified by federal regulations administered by the Department of Health and licensed by the Department of Human Services under Consolidated Rule 245B.

HaugBeck Support Services

Address: 125 Madison Avenue Mankato, MN 56001	Contact: Paul Haugesag
Phone: (507) 385-1805 (office)	

Mission Statement

It is the mission of HaugBeck Support Services, Inc., to provide the best quality services possible to persons with developmental disabilities and/or related conditions. At HaugBeck Support Services, Inc., we believe that every person is important and has the right to opportunities, growth, and fulfillment in their lives. We are committed to providing individual, customized services that focus on an individual's strengths rather than their weaknesses.

Description of Services Provided

HaugBeck Support Services, Inc., provides 24-hour residential services in an SLS (group home) setting for both adults and minors with developmental disabilities and related conditions in Blue Earth, Nicollet, and Le Sueur Counties.

HaugBeck Support Services remains a smaller provider that emphasizes very personal direct care and program management services. HaugBeck Support Services management continues to have regular contact and be personally involved in each consumer's home and lives.

Licensure

HaugBeck Support Services, Inc., is licensed through the State of Minnesota to provide waived services under the Consolidated Rule as well as Adult Foster Care under Rule 203. All HaugBeck Support Services, Inc., residential sites are dual-licensed.

L.E.E.P. (Leisure Education for Exceptional People)

Address: 929 N. Fourth Street Mankato, MN 56001	Contact: Becky Kunst, Director
Phone: (507) 387-5122	

“LEEP is a non-profit organization that provides recreational and leisure opportunities to people with Developmental Disabilities in the Greater Mankato Community.”

Goals

- To provide recreation opportunities for people with disabilities.
- To teach lifelong leisure skills.
- To assist with integrating people into existing community activities.
- To increase community awareness of the abilities of all people.

Clientele Served

LEEP provides services to approximately over 660 people with developmental disabilities in the greater Mankato area. LEEP serves individuals 4 years of age and older with the average age being around 35 years old. Participants live in variety of settings including: group homes, adult foster care, with family, independently, and other supervised living situations.

Programs Offered

Classes: Each class is held on a weekly basis and lasts for a three- to four-week period. During this period, participants focus on learning new skills and/or improving skills they have already developed. Possible classes may include: poetry corner, yoga, no-sew, cooking, dance, walking club, and arts/crafts.

Day Program: Day program is geared towards the retiring/retirement-age participants. It is held twice a week at various locations in and around Mankato. An emphasis is placed on providing constructive and meaningful activities while maintaining an appropriate social environment. Possible activities may include: fitness, arts/crafts, tours, reminiscence, and card games.

Drop-Ins: Drop-ins are held two to three evenings a week and are loosely-structured activities promoting appropriate social skills in a fun environment. Activities range from karaoke, crafts, movies, dinner/parties, and educational tours.

Special Events: Opportunities to experience new activities and integration in various settings throughout the community. Each activity is held on a one-time basis and LEEP offers three to nine opportunities a month. Possible activities include: Valley Fair, Mall of America, sporting events, theater, and concerts.

Special Olympics: Year-round opportunities that provide sports on a competitive basis based on skill level. LEEP sponsors 11 different sports opportunities for participants to compete in throughout the year for both adults and youth. Examples include: bowling, volleyball, basketball, aquatics, golf, athletics, and softball.

Summer Rec Program: Structured summer program for teens with disabilities in transition. The program runs full-time for 10 weeks during the summer and is geared toward teaching daily living and leisure skills. Activities may include: swimming lessons, money management, nutrition/meal-planning, interview/job skills, teamwork, and volunteerism.

Teen Rec Club: Monthly program for teens that provides structured social activities in a safe and supportive environment. Activities may include: sledding, Christmas shopping, tours, and swimming.

Adventure Program: The goal of this program is to provide recreational opportunities that offer more risk and greater physical and emotional challenges. Possible activities include: ropes course, hiking, snowshoeing, canoeing, and camping.

Little Leepers: Structured activities for children 4 to 8 years of age that promote social and life skills through recreation. Some activities include group games, physical fitness, parachute games, sensory stimulus activities, and more.

Vacations: LEEP provides participants with the opportunity to explore other parts of the country through vacations. Each year between 14 and 18 possible vacations are offered. The cost of the vacation is divided among the participants. Destinations are both local (such as Twin Cities, Duluth, Wisconsin Dells) and more extreme (such as Disney World, California, London, and Toronto).

Lifeworks

Address: 1804 Commerce Drive North Mankato, MN 56003	Contact: Kristi Powers, Program Manager
Phone: (507) 625-7522	Fax: (507) 625-1552
Email: kpowers@lifeworks.org	
Website: www.lifeworks.org	

Lifeworks is a nonprofit organization that helps people with disabilities live fuller lives that are integrated into the flow of community experience. Lifeworks provides the tools clients need to build the lives they want to live. For more than 40 years, we have collaborated with employers, volunteers, and government agencies to create expanded opportunities for people with disabilities.

Mission

Our mission is to serve our community and people with disabilities as we live and work together.

To ensure the success of our mission, we focus our services on offering the five-valued experiences by John and Connie Lyle O'Brien: (1) sharing ordinary places; (2) growing in relationships; (3) making choices; (4) contributing; and (5) being respected.

First founded by families of children with special needs, Lifeworks has grown and evolved to meet the changing needs and interests of the people we serve as well as the increased expectations of what people with disabilities can achieve. As Lifeworks continues to grow, we maintain our steadfast commitment to listening to those we serve. We respond by adapting our services and developing new, innovative programs to help our clients achieve greater independence, control, and satisfaction in their lives.

People Served

The people we serve have mental retardation and related disabilities. We also serve people with traumatic brain injury and mental health diagnoses.

Services

Career Development – Connecting people with employment opportunities

People with disabilities have the opportunity to work part-time, full-time, or on a temporary basis. We focus on helping our clients to be active, engaged members of the community. The job opportunities we pursue enable our clients to become integrated into the workforce. They are employed on-site at area businesses, providing real jobs with real pay, real responsibilities, and real rewards.

Social Enrichment – Building skills and confidence

Our highly-trained staff offer opportunities for personal growth and meaningful experiences everyday, helping individuals gain skills, confidence, and a sense of community. Choosing from a wide range of social enrichment programs at any of our locations, clients have the freedom to plan and participate in the activities they find most meaningful:

- Volunteering at places like VINE, Meals on Wheels, Again Thrift and More, walking dogs, or Kids Against Hunger.
- Maximizing their ability to communicate using the tools that suit them best. Lifeworks has a lending library of devices that clients can try.
- Using our sensory room, which offers a wide range of ways to either stimulate or calm the senses, helping people who use them to gain better control of how they experience the world around them.
- Being creative in our visual arts studio, including instruction, discussions, and demonstrations with biannual art shows at a local gallery.
- Participating in music therapy with our board-certified music therapist. Music therapy helps individuals develop cognitive, physical, social, and communication skills that encourage independence and build confidence.
- Participating in health and fitness activities, including exercise, swimming, creative movement, and learning to make healthy snacks.

Lifeworks provides or arranges transportation to our centers, work, and daytime activities. We also provide training on using public transportation.

Customized Support – Promoting freedom, choice, and control for people with disabilities

Lifeworks customized support offers the fiscal support entity services that are required to access waived funds. We support individuals or families that want to hire their own staff or purchase needed services and equipment. Every client has different needs, so our coordinators consult with each individual to design tailored services that truly make life work for them.

School-to-Work Transition

We help students explore career options and get real work experience in a variety of industries so they are ready for a job or already hired at graduation. For those who do not have work as a goal, we help them transition from the school environment to our social enrichment program.

Licensure

Lifeworks is licensed as a day training and habilitation service by the Minnesota Department of Human Services. Lifeworks also holds a Supported Employment License through DHS and, in addition, is CARF accredited.

LivingLinks

Address: 1230 N. River Drive Mankato, MN 56001	Contact: Steve Schoener, Executive Director
Phone: (507) 345-8590	Fax: (507) 345-3771
Email: steve.schoener@livinglinks.org	

LivingLinks has been providing quality services to people with developmental disabilities since our incorporation in 1970. We are a private, nonprofit organization currently employing 110 staff and serving 50 consumers. LivingLinks operates two ICF/MR homes in upper North Mankato and four supportive living services (SLS) homes in Mankato and North Mankato. We also provide in-home services in the Mankato/North Mankato area and the surrounding communities.

Mission

The mission of LivingLinks is to enhance quality of life by providing diverse services for persons with independent living challenges.

Vision

The vision of LivingLinks is to be the preferred provider of progressive individualized services for persons with independent living challenges.

Intermediate Care Facility (ICF/MR) Services

We operate two ICF/MR homes in a quiet residential area in upper North Mankato. Each spacious home provides services to eight consumers who have their own rooms and share the common areas. Each facility allows the eight people living there to express their individuality and increase their independence in a comfortable, home-like setting. Our dedicated staff provides 24-hour supervised care. They also provide support in the areas of self-care, daily living skills, and recreational activities and community integration. The full-time LPN nursing staff adds a high level of care for consumers who have medical challenges.

Supportive Living Services (SLS)

LivingLinks currently operates four waived services SLS sites that provide consumers with all the comforts of home. They are located in residential neighborhoods in Mankato and North Mankato.

Independence is encouraged and life is enriched by a variety of activities. Adaptive equipment is available to make life more enjoyable. The qualified staff schedule and accompany each consumer to all appointments they may need to attend.

In-Home Services

This service provides staff support to consumers and their family members while the consumer lives at home. There is a variety of support services that our staff can provide, including teaching and assistance with life skills, communication, self-care, activities of daily living, community integration, respite, and personal support.

Recreation/Leisure Activity Services

As a complement to our other services, LivingLinks provides organized recreational activities for the consumers we serve as well as others in the community. These services are based out of our office and activities building located as 1230 North River Drive in Mankato. The building has a large activity area with kitchen and laundry facilities. We organize attendance and participation in a large variety of community activities and events which are of interest to the consumers. The activities are designed so the consumers have fun while building skills in all areas of their lives. LivingLinks also places an emphasis on providing a collection of quality-filled activities over the summer break from school.

Licensure/Accreditation

The ICF/MR homes are licensed by both the Minnesota Department of Human Services (Consolidated Rule 245B) and the Minnesota Department of Health for Supervised Living Facilities.

The SLS homes and in-home services are licensed by the Minnesota Department of Human Services (Consolidated Rule 245B), and the SLS homes have the added license of adult foster care by the counties in which they are located.

MRCI

Address: 15 Map Drive Mankato, MN 56001	Contact:
Phone: (507) 386-5600	Fax: (507) 345-5991
Email: mrci@mnic.net	
Internet: mnic.net/~mrci	

Other Contacts

Pam Year, Program Director: (507) 386-5606

Linda Leiding, Developmental Services Program Manager: (507) 386-5642

Brian Benshoof, Transitional Services Program Manager: (507) 386-5674

Founded in 1953, MRCI is committed to creating innovative and genuine opportunities for people with barriers to employment, whether these barriers are physical, developmental, mental, or societal. We seek to provide the services and supports that will meet the needs and wishes of the individuals and that will assist the individuals to become integrated members of the community.

What We Stand For

- We value the people we serve. We believe that because everyone has unique abilities, each person has the right to access services of their own choosing.
- We value relationships. Successful outcomes are founded on individual relationships between the people we serve and our staff members. We believe that every person has the right to be treated with respect and dignity, including consumers and staff alike.
- We value individualized planning. We provide the supports necessary in assisting everyone to reach their goals and dreams and to lead self-directed lives.
- We value interdependence and collaboration. To be integral and successful community members, we all need the support of others. We believe in working together and forming partnerships with other businesses to achieve successful outcomes.
- We value leadership and accountability. We believe in a decision-making process that is creative and responsive to the ever-changing needs and desires of the people we serve. To do this, we seek input from our participants in all program areas.

A private, nonprofit human service agency, MRCI is one of Minnesota's largest and most diverse providers of employment and day services. Headquartered in Mankato with locations on Map Drive, Monks Avenue, and Front Street., MRCI also operates facilities in Fairmont, Chaska, Shakopee, New Ulm, Burnsville, Lakeville, and Worthington. We welcome you to come and visit us soon!

Services

What are your gifts?

What are your dreams?

How can you get there?

– We can help!

Planning is a process that can and does occur at all times of our lives. Our staff are experienced at providing assistance at any stage of the planning process to assist you in achieving your desired outcomes. For individuals who are just beginning a new phase of their lives or for individuals who are seeking a change in their current lives, we offer a LifeStyle planning process to meet your needs. We have facilitators who are trained in Personal Futures Planning, PATH, and Essential Lifestyle Planning for individuals who are interested in a specific type of planning process. We also offer a LifeStyle planning process that is based on the needs and wishes of the individual and family members.

After the planning process is complete, we offer a broad range of service to be able to implement the plan that is based on the needs and desires of the individual, family members, and team members. Services include:

Transitional Services

Individuals have opportunities to explore a variety of jobs through vocational assessments. Each individual is provided with information that will be useful for employment and receives training work skills. This training is designed to meet the specific needs of each individual. It may take place in community job locations or at one of our center-based sites.

Job Placement

We seek to find jobs that will match the needs of the individual. We will assist you to develop a resume and build skills that are needed to procure employment. Our job placement counselors seek work for individuals using our close professional relationships with private insurance companies, state and local government agencies, and our own MRCI programs. The individuals we place in jobs may have a disability that makes finding employment difficult, may never have worked before, may be recovering from a worker's compensation injury, or may face other obstacles to employment.

Community-Based Employment

Our Community-Based (supported) Employment Program helps individuals who have jobs within the community. They may be working in enclaves, on work crews, or at a single-site placement.

A single-site placement provides a job for one person. Job-coaching and support are given as needed to assure success. Some individuals may need long-term support, while others may eventually become competitively employed.

An enclave is a small group of people who work together in business and industry on a contract basis. MRCI staff supervises each enclave. Enclave jobs are generally in the fields of assembly and packaging, food service, laundry, and retail but are not limited to these.

A work crew is a mobile group of workers who cover several locations. MRCI staff also supervise work crews. Jobs tend to be janitorial and maintenance.

Center-Based Employment

Most center-based jobs with MRCI are packaging and assembly but also offered are data entry, micrographics, clerical, and food service work. Our industrial operations division provides full-time or part-time work. Wages are based on productivity and meet U.S. government standards. Individuals may choose long-term center-based work, but more often center-based work is part of preparing for community-based employment. Some people use a combination of center-based and community-based employment to extend their hours and earning capacity.

Day Training and Habilitation (DT&H)

Persons with severe developmental disabilities receive individualized opportunities for employment and other activities through our DT&H service. The individuals in the DT&H programs receive the same opportunities for working in the community, working on contract work, and participating in activities in the community. The advantage of the DT&H programs is the access to a higher staffing ratio to meet the additional needs of the individuals. We have five programs in Mankato to meet the complex challenges and special needs of these individuals. Our highly skilled staff provides support in communication, social and vocational skills, and activities of daily life.

Employment and Social Enrichment (EASE)

People with disabilities who have reached retirement age or for whom full-time work is difficult enjoy our EASE program. EASE offers recreational, social, and educational activities as alternatives to work. Most activities take place in community settings. Some EASE participants choose to continue working part-time. MRCI continues to provide case management and other support services.

Employer of Record/Fiscal Intermediary

For individuals and families who prefer to arrange their own services and hire their own employees, MRCI offers the option of Employer of Record. Through the Employer of Record program, families have the opportunity to determine whom they will hire and what the rate of pay will be. As the Employer of Record, MRCI assumes the responsibility for all of the payroll functions, including issuing the paycheck and filing all related taxes. MRCI then bills the State for reimbursement.

Welfare to Work

Welfare to Work is a comprehensive program that helps individuals on MFIP (Minnesota Family Investment Program) to enter or reenter the workforce. Services include counseling, assessment of work skills and interests, job placement, financial assistance for tuition, day care, transportation expenses, clothes, and other help as needed to gain the skills and confidence to get and keep a job. Case management and ongoing support are included.

Adjustment to Blindness (ATB)

People over 50 who are losing their sight are eligible for our Adjustment to Blindness program. ATB classes of four to eight participants are held once a week for 12 weeks in locations throughout southern and central Minnesota. Participants learn functional skills, such as cooking, housekeeping, and mobility that help them maintain their independence. A rehabilitation counselor helps participants with problems they face in adjusting to blindness.

Blue Earth County Mental Health Project

Through a special grant, MRCI helps persons with severe and persistent mental illness find community-based employment. Specialized mental health services are also available in Brown and Scott/Carver Counties.

Case Management

Our own MRCI professional rehabilitation counselors provide case management for everyone receiving work services in all MRCI facilities. We also work closely with county case managers and with families, employers, and residences. We are dedicated to protecting individuals' rights, ensuring appropriate services of highest quality, and helping individuals with personal issues.

Transportation

Our staff work with each individual to arrange transportation that will best meet that individual's needs. In most cases, MRCI provides transportation throughout the communities it serves. A fleet of vans and buses, most with wheelchair lifts and tie-downs, take people to and from home and work sites.

Food Service

Cafeteria lunches and snacks are available at our Mankato Map Drive location. This on-site food service also functions as a training ground for persons interested in food service jobs. Our MRCI food service also provides catering for businesses and organizations.

Licensure/Accreditation

MRCI's employment program and DT&H programs are accredited by CARF, the international accrediting organization for community rehabilitation programs. The DT&H programs are also licensed by the Minnesota Department of Human Services.

Mybeck, Inc.

Address: 112 E. Liberty Street Mankato, MN 56001	Contact: Becky Swanson, Director (507) 387-5511
Phone: (800) 450-4558	Fax: (507) 387-4903

“Our goal is to provide the highest quality of individualized care to persons with disabilities, enabling them to remain in their own homes.”

Mybeck, Inc., was incorporated in 1995 as a personal care provider and is registered with the State of Minnesota. Mybeck provides services to individuals in their own homes and as directed by each individual or their guardian. Mybeck has a supervising registered nurse who trains and supervises all of the personal care attendants. The R.N. also works with the consumers to establish a plan of care in accordance with their home care assessment and their doctor's orders.

Mission

Our goal is to provide the highest quality of individualized care to persons with disabilities, enabling them to remain in their own homes. We will achieve this by putting the consumer first, establishing an “open door” policy, and by addressing needs and concerns with honesty and sincerity. We seek to provide the highest standard of living to all disabled individuals who grant us the privilege of providing services to them.

Waivered Services

Mybeck, Inc., is also a licensed waivered services provider. Mybeck, Inc., works with the consumer, their case managers, and other service providers to develop individualized service plans for each consumer. These plans help to enable the consumer to live in their own home in a safe, comfortable environment but still allows for privacy and independence.

Community-Based Support

Mybeck, Inc., provides community-based support to persons with disabilities to work on special programming areas. The consumer gets individualized one-to-one sessions with a staff person who is trained on the skill the consumer is trying to develop. The staff and consumer will work on developing the skills in real-life situations and in various places in the community and home setting.

Licensure/Accreditation

Mybeck, Inc., is a registered personal care provider.

Pathstone Day Living

Address: 207 McConnell Street Mankato, MN 56001	Contact:
Phone: (507) 345-6506	Fax: (507) 345-5784
Website: www.mankatolutheranhome.org	

“Pathstone Day Living gives people the help that they need. We help many to continue living where they want to.... at home.”

Pathstone Day Living allows adults to remain in their own homes longer as an alternative to placement in a long-term facility. Our program provides a variety of health, social activities, and other related support services in a safe and secure setting. Adults who attend are quick to develop new friendships and a feeling of belonging.

Pathstone Day Living cares for adults with health care needs including persons with Alzheimer's, dementia, brain injury, chronic illnesses, developmental disabilities, incontinence, or the need for socialization.

Health services include blood pressure, special diets, treatments and medications as ordered by a physician, vitals, bathing, shaving, and nail care.

Our program has many engaged and meaningful activities including musical entertainment, walking and exercise, community outings, pool and pinball games, animal visits, physical and cognitive activities, religious services, and communion.

Application is open to adults 18 years of age and older who desire assistance and support to maintain themselves in their current life situation. A simple phone call will start the application process. Application may be made by the client, family member, friends, or community professionals.

Funding is available to qualified individuals through the Alternative Care Grant, Elderly Waiver, and the Veterans Administration.

Transportation is also available to and from the program for an additional fee.

Prairie River Home Care, Inc.

Address: 227 E. Main Street, Suite 120 Mankato, MN 56001	Contact: Meghan Busch, General Manager
Phone: (507) 345-8591 or (800) 598-5546	Fax: (507) 345-5023

Prairie River Home Care, Inc., evolved from Prairie River Inc., a company started in 1989 which provided personal care attendant services to disabled individuals. In 1996, Prairie River Home Care, Inc., was started and became a licensed certified home care agency that provides a broad range of services to individuals of all ages. On November 1, 1998, Ken and Judy Figge acquired Prairie River Home Care. Between them, they have over 50 years of experience in home care. The corporate office of Prairie River Home Care, Inc., is located in Buffalo, Minnesota. Direct-client care and services are provided through a network of eight offices. These offices are located in Mankato, Fairmont, Hutchinson, Rochester, Marshall, Rogers, St. Cloud, and Lexington and are able to provide services within 60 Minnesota counties.

Mission and Vision

Our mission is to deliver cost-effective, high quality home care services which result in our client's best clinical outcomes. We achieve success through coordinated services, clear communication, well-trained employees, skilled professional staff, and by investing in technology tools and training.

Prairie River Home Care is committed to building a future in which we are recognized as Minnesota's premier provider of home care services. High levels of customer satisfaction and high quality care reflect our culture of achievement and pride.

Services

In all ages and stages of life, Prairie River Home Care will help you live as independently as possible. Designed for seniors, adults, or children with disabilities or anyone with home care needs.

Skilled nursing: registered nurses and licensed practical nurses. Intermittent visits and private-duty/extended hours, IV therapy, wound care, medication management, diabetic teaching and management, palliative care.

Therapy: physical therapy, occupational therapy, speech therapy.

Home health aide: personal care, meal preparation and feeding, transfers, medication reminders.

Personal care assistants: for Medical Assistance and PMAP participants.

Homemaker/companion: housekeeping, meal preparation, companionship, and supervision.

Also available: live-in home health aide and medical social services.

Prairie River Home Care accepts all payors: Medicare and Medicare Advantage Plans; Medical Assistance and PMAP; county funding; HMO/PPO; insurance – worker’s compensation, long-term care, private, liability; private/self-pay; Minnesota Senior Health Option (MSHO); Veterans Administration. We have current contracts with many HMO/PPO’s.

Licensure

Prairie River Home Care, Inc., is a Medicare-certified/Class A Minnesota-licensed home health agency.

Progressive Living

Address: 105 Creative Court Mankato, MN 56001	Contact: Robert Sweeney, Director
Phone: (507) 388-7560	Fax: (No fax)
Email: progressiveliving@charter.net	

Mission

Progressive living is a unique SLS home because it provides live-in staff that promotes consistency and a stable environment. We also try to provide a more home-like environment to which our residents can live a more normal lifestyle. Each resident is treated like an individual with their own goals and dreams. We are committed to providing plans to each individual to achieve these goals and dreams.

Services

Progressive Living has been providing waived services since 1995. We provide 24-hour residential services to adults with developmental disabilities and related conditions.

We are a small provider, and I am personally involved with every resident to assure that their plans are being met.

Licensure

- Rule 245B – Home- and community-based waiver services license.
- Rule 203 – Adult foster care license.

REM–Heartland Inc. (Mankato)

Address: 210 Thomas Drive Mankato, MN 56001	Contact: Mark Turbes, Regional Director
Phone: (507) 387-3181	Fax: (507) 387-3182

“Life to the fullest. Everyday.”

Our Mission

To create a system of care for individuals with complex conditions that provides:

- Options for living in the community.
- Supports for attaining independence.
- Opportunities for personal growth and personal connection in natural settings.

We believe that individuals should have the opportunity to receive services and supports in their own communities regardless of the complexity of their condition, severity of their disability, or challenges of their behavior.

Our Values and Philosophy

- People with disabilities are full citizens in society and assets to our community.
- People with disabilities have the fundamental right to make the choices that affect their lives.
- People with disabilities and their families have a right to receive responsive and respectful services that appropriately address their changing needs.
- Services must support the health and safety as well as the dignity, rights, and individual services needs of people served.
- People with disabilities deserve to live in desirable neighborhoods and homes that are safe, clean, and well-maintained.
- As partners with people and families we serve, we believe activism is necessary to achieve social and political change affecting people with disabilities.
- True community integration requires active participation in our communities.
- People work best in an environment that promotes teamwork and a commitment to the people we serve.

REM’s personalized approach empowers the people we serve to live, work, and participate in community life utilizing all of their abilities in the least restrictive setting possible. Supported by the state-of-the-art resources of the MENTOR Network, we are committed to providing responsive and innovative community services in a safe and supportive environment, encouraging and protecting individual choice and personal dignity.

Who We Serve

REM serves people of all ages and backgrounds, including children, adults, seniors, and families with varied and often multiple needs arising from:

- Developmental disabilities
- Chemical dependency
- Crisis
- Alzheimer's disease
- Challenging behavior
- Fetal alcohol syndrome
- Complex medical needs
- Physical disabilities
- Medical/health issues
- Acquired brain injury
- Dual diagnosis and mental health
- Aging

Individuals served report better access to community resources, increased participation in community life, greater personal choice, improved adaptive living skills, and greater overall life satisfaction.

Licensure

All programs are licensed by applicable State and Federal statutes.

River Valley Homes, Inc.

Address: 20176 528th Avenue Lake Crystal, MN 56055	Contact: Deb Blanness, LPN, Administrator
Phone: (507) 726-6239	

Mission Statement

It is the mission of River Valley Homes to provide services based on quality, not quantity. As a small provider, we believe in a more personalized approach to promoting independence by assisting people with developmental disabilities to fulfill their goals in life and to provide respectful services to the consumer and their family.

Services

River Valley Homes, Inc., was established in 2000. We operate two SLS waived services homes in Mankato. The homes are in quiet residential neighborhoods and are close to shopping and local parks. River Valley Homes, Inc., continues to remain a small provider, providing quality, personal services to our consumers. The administrator is the nurse and is active in the care of all the consumers at River Valley Homes.

Licensure

River Valley Homes, Inc., is licensed by the State of Minnesota under Rule 245B - Home- and Community-Based Waivered Services and Adult Foster Care license under Rule 203 in Blue Earth County.

SMILES

Address: 709 S. Front Street Mankato, MN 56001-3804	Contact: Alan Augustin
Phone: (507) 345-7139 (voice and TYY)	Fax: (507) 345-8429
Internet: www.smilescil.org	

“Assisting individuals with disabilities to live independently, pursue meaningful goals, and have the same opportunities and choices as all persons.”

SMILES is a nonprofit organization committed to providing a wide array of services to assist individuals with disabilities to live independently, pursuing meaningful goals, and have the same opportunities and choices as all persons.

Beliefs

The SMILES Center for Independent Living believes that persons with disabilities have the right to:

- live as independently as their abilities allow;
- receive services based on need;
- have the same access to opportunities as all persons;
- exercise self-determination;
- access programs which maximize their potential;
- integration in the community;
- employment which enhances their feeling of self-worth and their financial independence;
- a guarantee of constitutional and human rights; and
- choose available options and receive assistance toward independence.

Services

Services are provided to all counties in Region Nine (Blue Earth, Brown, Faribault, Le Sueur, Martin, Nicollet, Sibley, Waseca, and Watonwan). Direct-service programs provide individuals with disabilities and opportunity to make appropriate choices and learn the skills that will assist them in achieving the highest level of independence possible. Services include:

- Advocacy.
- Peer counseling/mentoring/senior companion program.
- Independent living skills training and assessments.
- Transition from school to community living.
- Waivered services (DD and TBI).
- Semi-independent living services.
- Assistive technology.
- Community Alternatives for Disabled Individuals (CADI).
- Ramp Project.
- Recreation.
- SMILES drop-in center.

- Transition from nursing home/institution to community-based living.
- Citizens for Accessibility - a self-advocacy group for people with physical disabilities.
- PCA Choice Program.

SMILES also provides individuals with disabilities, family members, other service providers, and the community-at-large with information on options, resources, and issues that influence independent lifestyles. SMILES community services relate to activities that have an impact to increase disability awareness and provide a means for consumer involvement along with leadership roles.

- General information and referral.
- Accessible housing and transportation directories.
- Community/systems advocacy.
- Technical assistance/disability awareness training/disability law training.

Licensure/Accreditation

SMILES is certified by the State of Minnesota as an independent living center.

Waivered services and semi-independent living services are licensed by the Department of Human Services under the Consolidated Rules.

Valley Enterprises

Address: 1711 Gault Street St. Peter, MN 56082	Contact: Mitzi Hodapp or Randy Frey- Hawkins
Phone: (507) 931-5103 or 931-5108	Fax: (507) 931-5115

*“Building community capacity to serve people at home, at work,
and in the community.”*

Philosophy

Valley Enterprises is part of Minnesota State Operated Community Services (MSOCS). With MSOCS, we strive to provide the best in consumer-directed community support that is tailor-made for individual needs. It is our purpose to “discover and help move people toward a desirable personal future through – discovering a vision; creating opportunities; and delivering support.” We offer needed help in ways that protect and promote valued experiences of everyday living, including growth in personal relationships, the sharing of ordinary community places and activities, making choices, contributing to the common good, being treated with respect, and having a valued social role.

Services

Valley Enterprises operates Monday through Friday, and the general work hours are 8:00 a.m. to 2:30 p.m. Program hours can be flexible depending on individual needs. We are open year-round, providing 248 service days. We are licensed to provide services to 50 individual workers, and the program itself is designed to offer competitive employment, work enclaves, work activities, supported employment, and structured day program activities. We offer services to persons with developmental disabilities and related conditions, traumatic brain injury, and mental health-related concerns. We are in the process of forming a relationship with DRS to help expand the possibilities and capacities of each person working at Valley Enterprises.

Licensure/Accreditation

Valley Enterprises is licensed under the Consolidated Standards and recently was accredited by CARF, the Rehabilitation Accreditation Commission, for three years. A three-year award, the highest accorded by CARF, signifies a high level of conformance to industry standards, strong leadership, financial stability, and the premium value placed on individuals served.

Zumbro House

Address: 3705 Nottingham Drive, N.W. Rochester, MN 55901	Contact: Christopher Onken, M.A., Administrator
Phone: (507) 254-9150	Fax: (507) 281-6881

Mission

Zumbro House, Inc., is a progressive and innovative leader in the development of community-based residential services for individuals with high behavioral needs. We cater to the small handful of individuals that, despite numerous attempts at community support services, are unable to maintain behavior that does not threaten their ability to function adequately in the community. We also serve those in need of a step down from a more restrictive setting, such as inpatient hospitalization, long-term residential treatment, or crisis placement.

Services

Independent Living Skills Training

Clients are trained in financial management, meal-planning and preparation, household management, socialization, and health and hygiene.

Assessment

A thorough assessment and assimilation of data regarding factors that potentially reinforce the target behavior.

Positive Reinforcement Programs

A level-system and token-reinforcement program is employed in each site that encourages adaptive behavior through positive reinforcement and natural consequences.

Consultation Services

Close interfacing and assistance with other caregivers (day program parents, treatment providers, etc.) in order to maintain a consistent and unified approach.

Target Behavior Tracking

Behaviors will be tracked according to frequency, duration, and intensity so that quantitative data will be available to reflect behavioral regression or improvement.

Group Counseling

It is the contention of Zumbro House that many maladaptive behaviors are related to emotional difficulties and an inability to express feelings. Group counseling will be provided that will address emotional issues as they relate to behavior. The group will also address dynamics in the house and will give residents and opportunity to express issues in a safe and therapeutic environment.

Skills Group

A weekly group that focuses on learning life-improvement skills, such as anger management and relaxation techniques.

Psychological Consultation

A licensed clinical psychologist consults with the treatment and care team to help guide interventions and to ensure that the emotional and behavioral needs of the residents are being met.

Highly-Trained Staff

Direct support staff are trained extensively in dual-diagnosis, behavior management, win-win negotiations, sexual-offending behavior, and physical intervention alternatives (PIA).

Licensure

Zumbro House, Inc., is dually-licensed for Home and Community-Based Waiver Services and Adult Foster Care.

APPENDIX

Questions to Ask the Provider Agency

These are some things you may want to think about and questions that you may wish to ask the provider directly when you are making a decision about services.

1. When visiting a home or program:
 - What's that neighborhood like?
 - Who may live or work there?
 - What are rooms/furnishings like?
 - What's the atmosphere like?
 - Are there house rules or an employment handbook?
 - Are the people you're talking to interested in you?
 - How do they describe the agency, the environment, the people that will work with you?
 - What do they do? Do they like their job?
 - How many people work there?

2. When talking to a director or supervisor:
 - How experienced are your staff people? or How long have staff been employed here on an average?
 - How can I be involved in making decisions that effect me?
 - How are staff people taught to promote self-determination?
 - How are staff people taught to listen to me?
 - What should I do if I have a concern?
 - How many different staff would work with me?
 - When are staff on duty and what is the ratio?
 - What sort of training do new staff members receive before they can start working? What kind of training do they receive once they are employed?
 - Are staff trained for medical emergencies?
 - How are staff trained to respect and support rights of consumers?
 - What kinds of activities are people involved in?
 - How do I get to be involved in making decisions about the support services I need? How do you involve family in making decisions about supports? Who completes the plans or programs?
 - How often do staff people communicate with family members to let them know that things are going well? Are there routine updates?
 - Describe how staff support individuals/families in making informed choices and decisions?
 - How do you ensure the health and safety of those you serve? How do you determine the vulnerabilities of the people you serve and how to protect them?
 - How do I contact a staff after work hours? Is there an emergency number?

Every provider is required to conduct satisfaction surveys of the people they serve. You can contact a provider and ask them to send you a copy of the results of their most recent survey.

If you are considering:

Day Habilitation Services:

- Please describe your program to me.
- How many people have jobs in the community?
- Who decides where I will be working?
- Where do other people work?
- What sort of activities or work is there for people who do not work in the community?
- What hours during the day are people in your program?
- How do people get to work?
- What health and safety precautions are followed?
- What is your procedure for emergencies? How would you notify parents and family?
- How do I get paid? How much is the pay? Does the employer or the day program pay me?
- Do people work together in groups or by themselves?
- Can I work in the evenings?
- Do you have physical therapy (PT), occupational therapy (OT), or speech therapy?

In-Home Supports:

- Please describe your program to me.
- Who will train staff?
- What if staff do not come when they are scheduled?
- How flexible are you regarding schedules?
- Can I meet the people before you hire them? or be involved in interviewing them?
- If staff cannot come, who will be responsible for covering hours? Would you expect family to cover hours?

Semi Independent Living Services:

- Please describe your program to me.
- How many hours a week do you provide service?
- What will you teach me?
- How do you decide what skills I should learn?
- How do you decide on activities to go to?
- What happens if I need short-term more intensive support?
- Are you available during emergencies by pager?
- Can you take me out into the community to activities?

Supported Living Services:

- Please describe your program to me.
- What do people do in their free time?
- Can I spend some time here and get to know people before I decide to move here?
- What furniture do you provide? What services do you provide?
- Will you help manage finances?

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