

# **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: (651) 201-4201 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.

<b>Address:</b> Madison East Center 1400 Madison Avenue, #212 Mankato, MN 56001	<b>Contact:</b>
<b>Phone:</b> (507) 386-1953	<b>Fax:</b> (507) 386-1692
<b>Internet:</b> <a href="http://www.alliancehealthcare.com">www.alliancehealthcare.com</a>	

*“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 provided, 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.

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

or

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

## Autumn Grace

<b>Address:</b> 108 Raven Court Mankato, MN 56001	<b>Contact:</b> Heather Bass
<b>Phone:</b> (507) 388-0645	<b>Fax:</b> (507) 388-5412
<b>Website:</b> autumngraceal.com	<b>E-Mail:</b> hbautumn@hickorytech.net

### **Mission**

Our mission is to provide our residents with positive experiences in a safe and friendly environment, providing services while protecting personal dignity. We focus on the individual strengths and needs of our residents.

### **Values/What We Stand For**

We are dedicated to the physical, emotional, psychological, and spiritual health of our residents. We strive to satisfy each individual's specific needs.

### **Services**

Medication administration, tracheostomy cares, suctioning, assistance with all ADL's, social activities, field trips/community involvement, meals and snacks and adaptations, including tube feeding (if needed), individualized treatment plans, 24-hour nursing.

### **Facility/Site Locations**

108 Raven Court, Mankato, Minnesota, 56001  
(507) 388-0650 - foster care home  
(507) 388-0640 - Heather Bass or Julie

### **Licensure/Accreditation**

Corporate foster care home.

### **Other Agency Contacts**

Julie Bohnert -  
Michelle Kruger, RN - (507) 388-0640  
Heather Bass, Administrator - (507) 388-0645, hbautumn@hickorytech.net

## ELM Homes

<b>Address:</b> 204 2 <sup>nd</sup> St. SW Waseca, MN 56093	<b>Contact:</b> Gene Miller, Administrator
<b>Phone:</b> (507) 835-1146	<b>Fax:</b> (507) 835-4574
<b>E-mail:</b> <a href="mailto:genemiller@wasecamac.com">genemiller@wasecamac.com</a>	

### **Other Contacts**

Mavis Klein, Administrative Assistant – e-mail: [mklein@elmhomes.org](mailto:mklein@elmhomes.org)  
Shannon M. Peters, LSW, Director of Program Services, 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.

### **Values**

ELM Homes values a variety of residential settings, which are safe and relaxing, ensure privacy and reflect the interests, routines and personalities of those living there.

ELM Homes values the enhancement of consumer's ability to lead a self-determined life by providing support, information, and guidance necessary to become more independent, build self-esteem and assertiveness and to make decisions.

ELM Homes values the need for positive problem solving, which will provide a safe and fear-free environment.

ELM Homes values knowledgeable staff regarding formal and informal programmatic practices in order to respond to the needs, desires and interests of our consumers.

ELM Homes values staff who have the ability to assist our consumers in meeting their physical and personal management needs by teaching skills, providing supports and building on individual strengths and capabilities while respecting the privacy, autonomy and dignity of the individual.

ELM Homes values staff that are knowledgeable about formal and informal supports available in the consumers' community and collaborates personal and professional relationships with all support team members.

ELM Homes values the right of choice, recognizing that individuals have differing abilities to choose, comprehend and experience the consequences.

ELM Homes values proactive leaders/supervisors who demonstrate competency, integrity and who are responsible to and supportive of the persons they work with.

## **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: Blue Earth, Dodge, Faribault, Freeborn, Le Sueur, Nicollet, Scott, Steele, and Waseca.

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

- Residential homes – ICF/MR
- Supervised living services (SLS)
- In-Home Family Support Services (In-Home)
- Semi-independent living situations (SILS)
- Traumatic brain-injured program (TBI)
- Community Alternatives for Disabled Individuals (CADI)
- Adult and Child Foster Care Homes
- 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 focusing on the individual's interests including, but not limited to: use of the library and shopping malls, bowling, basketball, Special Olympics activities, theater, dances, LEEP, 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 qualified staff for its positions. At the present, we have approximately 550 employees, including programmatic/QMRP, administrative, and maintenance staff. Additionally, ELM Homes has registered 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 licensed under the Minnesota Department of Human Services- Rule Consolidation (245B for Waivered Services and ICF/MR facilities); Adult and Child Foster Care; Minnesota Department of Health and Minnesota State Fire Marshal (ICF/MR facilities); Local Rental Inspections as required.

## Fourth Avenue Homes, Inc.

<b>Address:</b> 328 S.W. 5th St. Willmar, MN 56201	<b>Contact:</b> Brenda Streich, Administrator
<b>Phone:</b> (320) 441-7004	<b>Fax:</b> (320) 441-7003
<b>E-mail:</b> Brenda@divinehouse.org	

### **Mission**

The mission of Fourth Avenue Homes, Inc. is to provide a quality of life for people in a non-threatening community based setting addressing the areas of community orientation and inclusion, recreation and leisure skills, medication management, independent living skills, and communication skills.

### **Philosophy**

It is the philosophy of Fourth Avenue Homes, Inc. that all people have the right to live and work in an environment which provides them with pride, dignity, self-respect, friendships, and the opportunity to achieve success - realizing that success is defined differently for everyone. We feel that our job is to effectively and compassionately offer security, guidance, and a healthy life to the people we serve while recognizing personal choice and encouraging individuals to function to the maximum degree of their capabilities.

### **Values**

At Fourth Avenue Homes, Inc. we value people above all with the belief that we are here to serve the individual needs of the people entrusted to our care. We value individuality and diversity in all people and strive to provide comprehensive care that involves the physical, mental, and social aspects of each individual. The goal of our service is facilitate growth and development so that those we serve can learn the skills necessary to be contributing members of their communities.

To accomplish our goals, we strive for honesty and openness at all levels of interaction and effective working relationships based upon respectful support with regard to individual differences. We encourage cooperative teamwork in our employees and those we serve through the sharing of knowledge, skills, and abilities so that all will flourish. It is our expectation that all who enter our homes respect the dignity, spirit, rights, and needs of each individual.

### **Services**

Adult Foster Care  
DD Waiver Home and Community Based Services  
CADI, CAC, TBI, AC, EW waived services  
PCA

**Facility/site locations**

200 Maverick Drive  
Mankato, MN 56001  
507-389-8912

**Licensure/accreditation**

Rule 245B Waivered Services  
Rule 203 Adult Foster Care

**Other Agency Contacts**

Debra Shriver, Owner: 320-231-2738

Brenda Streich, Administrator: Office: 320-231-2738, Cell: 320-905-3423  
email: [brenda@divinehouse.org](mailto:brenda@divinehouse.org)

Kim Megdadi, Program Director: 507-389-8912 or 507-340-5426, email: [kim@divinehouse.org](mailto:kim@divinehouse.org)

In addition to our services in Blue Earth County, Fourth Avenue Homes, Inc. has six adult foster care homes in Kandiyohi County and one adult foster care home in Chippewa County. These homes serve individuals with mental illness, physical disabilities, developmental disabilities, and the elderly.

## Griffin Support Services, Inc.

<b>Address:</b> 117 Capri Drive Mankato, MN 56001	<b>Contact:</b> Shelley B. Gilman, House Manager
<b>Phone:</b> (507) 388-6434 or (507) 327-6220	
<b>Email:</b> shelley1.griffin@yahoo.com	

or

<b>Address:</b> 108 Tundra Court Mankato, MN 56001	<b>Contact:</b> Kyle Rueter, Program Manager
<b>Phone:</b> (507) 388-4545 or (507) 382-7715	
<b>Email:</b> kyle1.griffin@yahoo.com	

or

<b>Address:</b> 109 Swan Lane Mankato, MN 56001	<b>Contact:</b> Leslee Trio, Owner and QMRP
<b>Phone:</b> (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.

<b>Address:</b> 1400 Madison Avenue, Ste. 206 Mankato, MN 56001	<b>Contact:</b> Curt Bossert, Regional Administrator
<b>Phone:</b> (507) 625-6047 or (507) 829-5231	<b>Fax:</b> (507) 625-8867
<b>Email:</b> curtb@habsvinc.com	
<b>Internet:</b> www.habsvinc.com	

or

<b>Address:</b> 1400 Madison Avenue, Ste. 206 Mankato, MN 56001	<b>Contact:</b> Karen Eisenbacher, Lifestyles Specialist Coordinator
<b>Phone:</b> (507) 625-6047 or (507) 381-0412	<b>Fax:</b> (507) 625-8867
<b>Email:</b> karene@habsvinc.com	
<b>Internet:</b> www.habsvinc.com	

### **“Quality of Life is Achieving Potentials”**

Habilitative Services, Inc. was founded in 1985 on a simple but unique foundation; to provide outcome based services that enhance an individual's quality of life. This is accomplished by developing, maintaining or restoring skills, modifying the environment, and by using adaptive technology.

Habilitative Services, Inc. is a leader in the communities it serves in assessing people's needs and creating a service delivery plan to meet those needs. Self-determination and inclusion are fundamental to these plans.

### **Purpose**

To provide service to individuals in their pursuit of personal achievement and independence

### **Vision**

To be the preferred resource for the customer.

### **Mission**

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

### **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

## **Services**

### **Supported Living Services (MR/RC Waiver) & Community Supports (CAC, CADI, TBI Waiver)**

Habilitative Services, Inc. provides a full spectrum of residential supports. We employ a unique, person-centered approach to support you through services tailored to meet your needs. We can provide hourly or 24-hour support in your own home or corporate foster care setting.

Habilitative Services Inc. takes pride in helping you live successfully in your community. We strive to empower you to become actively involved in your community by focusing on your unique values, preferences, desires, and personal goals.

### **Case Management Services**

Habilitative Services, Inc. uses its experienced resources to help arrange, secure, monitor and evaluate services for individuals while protecting their rights.

### **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 these services may be paid individually or by a county agency.

## **Home Care**

### **Nursing Services**

Services are provided by licensed nurses, and may include the following:

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

### **Personal Care Assistant**

Staff works under the supervision of a qualified professional. Services may include the following:

- Assistance with personal cares such as bathing, dressing and grooming
- Exercise
- Diet and nutrition
- Skin care
- Medication reminders
- Meal preparation
- Assist to medical appointments
- Light housekeeping
- Laundry

### **Respite Care**

Respite care may be provided on a daily or hourly basis.

## **Elderly Services**

Habilitative Services Inc. is registered as a Class F Home Care provider. HSI provides elderly housing in a comfortable, community oriented environment that allows individuals to maintain their independence while having a complete range of support services close at hand.

Habilitative Services, Inc. has tailored its elderly housing with services to individuals who need support to maintain their independence and dignity while maintaining a true sense of community.

## **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

<b>Address:</b> ICF/MR 109 Homestead Drive Mankato, MN 56001	<b>Contact:</b> David Ross, Program Director, ICF/MR Mary Bloodgood, Program Director, SILS/SLS In-Home Joey Freyberg, Program Director, SLS Judy Arzdorf, Director of Program Services Carol Lee, Executive Director
<b>Phone:</b> (507) 387-8281	<b>Fax:</b> (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.”*

Since 1973, 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.

HMC has utilized state-of-the-art principles and technology coupled with over 30 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.
- 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. Homestead Road was totally remodeled in 2007.

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 quiet neighborhood.

### **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. The service 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. Similar services are provided for individuals who qualify for waived services less than 24 hours daily.

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. Services can be modified to meet changing client needs.

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.

ILS is also provided under the CADI and TBI Waivers. It is 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)**

HMC Supportive Living Services began in 1985.

SLS services are specifically designed to meet the individual's unique needs in regard to accessible living environment, overall health care, and preferred quality of life choices. Our services typically take place in family homes scattered throughout the Mankato community. Most people have two or three housemates in their home.

The focus of the service is the support necessary for people to be successful in the community. We are respectful of the individual, self-directed lives that people live. Supports include training on 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

<b>Address:</b> 125 Madison Avenue Mankato, MN 56001	<b>Contact:</b> Paul Haugesag
<b>Phone:</b> (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.

## Horizon Homes, Inc.

<b>Address:</b> PO Box 3032 Mankato, MN 56002-3032	<b>Contact:</b> Michael Pribyl, Executive Director
<b>Phone:</b> (507) 344-3360	<b>Fax:</b> (507) 344-3371
<b>Website:</b> Being Constructed	<b>E-Mail:</b> michaelpribyl@msn.com

### **Mission Philosophy:**

Dedicated to creating individualized, unique, and quality treatment services to meet each recipient's needs.

### **Values/What we stand for:**

Individualized client-driven treatment.

### **Services:**

**Residential:** Short- and long-term housing and support services to help individuals with mental illness live independently in the community. These include adult foster care, Intensive Residential Treatment, board-and-lodging with special services.

**Community-Based Services:** Adult Rehabilitative Mental Health Services, utilize illness management and recovery techniques as well as evidence-based practices to assist individuals in skill development in all areas of life to optimize their independence.

### **Facility/Site Locations:**

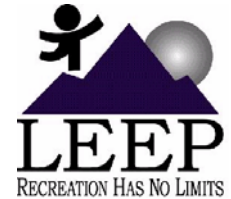
321 Jackson St., Mankato	Michelle Koppinger, Treatment Director, (507) 344-3375
464 N. 6th St., Mankato	Michelle Koppinger, Treatment Director, (507) 344-3375
231 Wheeler Ave., North Mankato	Michelle Koppinger, Treatment Director, (507) 344-3375
430 South Ave., North Mankato	Michelle Koppinger, Treatment Director, (507) 344-3375
727 S. Broad St., Mankato	Kathy Danzer, Treatment Director, (507) 344-3368
306 Byron St., Mankato	Kathy Danzer, Treatment Director, (507) 344-3368
319 Hickory St., Mankato	Kathy Danzer, Treatment Director, (507) 344-3368
405 s. 4th St., Mankato	Kathy Danzer, Treatment Director, (507) 344-3368

**Licensure/Accreditation:** MN Dept. of Human Services, MN Dept. of Health

### **Other Agency Contacts:**

Melody West Winkleman, Corporate Development Director, 306 Byron Street, Mankato, (507) 344-3364

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



<b>Address:</b> 929 N. Fourth Street Mankato, MN 56001	<b>Contact:</b> Becky Kunst, Executive Director
<b>Phone:</b> (507) 387-5122	<b>Website:</b> <a href="http://www.mankatoleep.org">www.mankatoleep.org</a>

*“Providing recreational and leisure opportunities for people with developmental disabilities so that they might achieve optimal levels of socialization and independence in the community.”*

One thing which is often lacking in the lives of people with disabilities is the opportunity for appropriate leisure and recreation. Recreation provides many benefits such as socialization, personal growth, a feeling of being valued and an overall enriched quality of life. By participating in recreational activities, a person learns new skills, increases self-esteem, becomes involved with the community and has fun. Recreation should be available for everyone of all abilities.

Leisure Education for Exceptional People (LEEP) is a non-profit, United Way supported organization that provides recreational and leisure opportunities for people with Developmental Disabilities in the Greater Mankato area. LEEP serves individuals with developmental disabilities over the age of four years, however the agency’s largest population are adults. LEEP participants have some form of a mental disability and may have physical disabilities and/or mental illness. Consumers may live with family members, independently, in a group home, an adult foster care setting, or in a supervised living situation. There are over 770 people in the Mankato/North Mankato area who participate in LEEP programs throughout the year, many of whom participate on a weekly basis.

**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.

***Program Categories Offered at LEEP:***

**Classes**

Classes are offered for a three to four week period. During this period, concentration is placed on learning new skills required for the class or improving skills already developed. Possible classes include: poetry, ceramics, fitness, arts and crafts.

### **Day Program**

Day Program is geared toward 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. Activities may include: fitness, tours, cards, games, and fishing.

### **Drop In Program**

This program offers loosely structured activities promoting appropriate social skills in a safe, fun environment held throughout the week. Some activities include: crafts, movies, educational tours, picnics, and games.

### **Art Avenue**

Creative ways for people to express themselves through a variety of different art opportunities and experiment with different art mediums such as painting, sculpting, ceramics, jewelry making, photography, and more.

### **Special Events**

Each month, LEEP offers a variety of one-time special events that give participants the opportunity to experience new activities and integration in various settings throughout the community. Some outings may include: Amusement parks, theatre, museums, and sporting events.

### **Special Olympics/Junior Special Olympics**



LEEP organizes 15 different Special Olympics sports opportunities year-round in the Mankato area. These opportunities provide meaningful and competitive opportunities for both adults and youth. Special Olympics offers sporting opportunities for both the beginner to the more advanced athletes. Some sports include: softball, t-ball, golf, basketball, volleyball, aquatics, and track n' field.

### **Summer Rec Program**

This program provides structured activities for teens with disabilities who are still in school. The program runs full-time, Monday through Friday, for nine weeks during the summer. Students learn a variety of life skills through recreation such as: money management, nutrition, cooking, volunteerism, and physical fitness.

### **Teen Rec Club**

Monthly activities for teens, that provides structured social activities in a safe and supportive environment. Some activities include: Sledding, dinners, tours, outings, and crafts.

### **Vacations**

LEEP provides participants with the opportunity to explore other parts of the country through vacations. Each year, between 14–18 possible vacations are offered. Some destinations have included: Duluth, Wisconsin Dells, Hawaii, Washington D.C. and Disney World. (Must be 18 years of age or older to travel with LEEP)

# Lifeworks

<b>Address:</b> 1804 Commerce Drive North Mankato, MN 56003	<b>Contact:</b> Kristi Powers, Program Manager
<b>Phone:</b> (507) 625-7522 or (507) 327-1950	<b>Fax:</b> (507) 625-1552
<b>Email:</b> <a href="mailto:kpowers@lifeworks.org">kpowers@lifeworks.org</a>	
<b>Website:</b> <a href="http://www.lifeworks.org">www.lifeworks.org</a>	

Lifeworks helps people with disabilities live fuller lives that are integrated into the community. Serving over 1,800 clients, through career development (employment at local businesses), social enrichment opportunities and customized support services, Lifeworks provides the tools clients need to build the lives they want to live.

Lifeworks started in the Twin Cities area in the 1970's. Lifeworks came to Mankato to provide an option for people with disabilities and their families; providing strong leadership in this field, developing and delivering services that help people with disabilities make the most of their talents, interests and abilities.

## **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:

- Building Relationships
- Sharing Community
- Honoring Choices
- Making Contributions
- Fostering Respect

## **PEOPLE SERVED**

We serve all disability groups, including those with cognitive disabilities, 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 or full time or on a temporary basis. Our professional staff 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.

We have a teacher on staff leading our in center career development program. She has a daily schedule rich in team building, self confidence, on the job soft skills, resume and application writing, job search skills, and volunteering in our community. All the classes are geared toward gaining employment skills and connections.

### Social Enrichment – Building Skills and Confidence

Our highly trained staff offer opportunities for personal growth and meaningful experiences every day, helping individuals gain skills, confidence and a sense of community. Clients have the freedom to plan and participate in activities they find most meaningful.

- Community involvement and volunteering
- Communication (large lending library of communication devices to try out)
- Multi Sensory Environment (offers a wide range of ways to either stimulate or calm the senses to help people who use them gain better control of how they experience the world around them.
- The arts: Music, theatre, art, photography and art history.
- Music Therapy (a board certified neurologic music therapist provides therapy to our clients. Music therapy helps individuals develop cognitive, physical, social and communication skills that encourage independence and team building.
- Health and fitness – Clients can learn about the benefits of staying active and join a walking club, bowl or use a treadmill, swim, creative movement classes and making healthy snacks.
- Transportation – We provide transportation to/from our center work and daytime activities.

### Customized Support – Promoting freedom, choice and control

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.

### Transition Services

We help families and clients facilitate the movement from school to postgraduate opportunities and activities at Lifeworks. Many of our clients transition through a few jobs until they find their chosen career path. At Lifeworks, clients will explore work opportunities, community involvement, employment and training sessions, volunteering, participation in music therapy and music activity, use of the multi sensory environment, health and fitness activities, communication for all. At Lifeworks, transition does not stop at graduation...we support transition during school and beyond.

### Licensure

Lifeworks is licensed as a Day Training and Habilitation service by the Minnesota Department of Human Services; holds a Supported Employment License and is CARF accredited.

# LivingLinks

<b>Address:</b> 1230 N. River Drive Mankato, MN 56001	<b>Contact:</b> Steve Schoener, Executive Director
<b>Phone:</b> (507) 345-8590	<b>Fax:</b> (507) 345-3771
<b>Email:</b> <a href="mailto:steve.schoener@livinglinks.org">steve.schoener@livinglinks.org</a>	

LivingLinks has been providing quality services to people with developmental disabilities since our incorporation in 1970. We are a private, nonprofit organization currently employing 100 staff and serving 40 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**

LivingLinks is dedicated to working together with people facing independent living challenges to achieve their goals and dreams.

## **Vision**

To be the provider of choice for people 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 at 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 Standards) 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 Standards), and the SLS homes have the added license of adult foster care by the counties in which they are located.

# MRCI

<b>Address:</b> 15 Map Drive Mankato, MN 56001	<b>Contact:</b> Brian Benshoof
<b>Phone:</b> (507) 386-5600	<b>Fax:</b> (507) 345-5991
<b>Internet:</b> <a href="http://www.mrciworksource.org">www.mrciworksource.org</a>	

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, and Rosemount. 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.

### **Client-Directed Services Department**

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.

### **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.

## **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.

## **Other Contacts**

Linda Leiding, Senior Vice President  
(507) 386-5642  
[lleiding@mrciworksource.org](mailto:lleiding@mrciworksource.org)

Cathy Groebner, Program Coordinator  
(507) 386-5607  
[cgroebner@mrciworksource.org](mailto:cgroebner@mrciworksource.org)

Robin Beck, Program Coordinator  
(507) 386-5640  
[rbeck@mrciworksource.org](mailto:rbeck@mrciworksource.org)

Laura Bealey  
(507) 386-5603  
[lbealey@mrciworksource.org](mailto:lbealey@mrciworksource.org)

## Mybeck, Inc.

<b>Address:</b> 112 E. Liberty Street Mankato, MN 56001	<b>Contact:</b> Becky Swanson, Director (507) 387-5511
<b>Phone:</b> (800) 450-4558	<b>Fax:</b> (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 Adult Day Service**

<b>Address:</b> 222 Pfau Street Mankato, MN 56001	<b>Contact:</b> Sharyl Van't Hul
<b>Phone:</b> (507) 345-6506	<b>Fax:</b> (507) 345-5784

If you are taking care of your loved one at home, we understand you want the very best for them while you're away. Pathstone Living's Adult Day program offers daily care for elderly adults providing socialization, physical exercise, and interaction with others.

### **Activities and Accommodations:**

- **Physical Exercise**
- **Community outings**
- **Daily Devotions**
- **Walking program**
- **Bathing services available**
- **Musical Entertainers**
- **Guest Presentations**
- **Spacious Accommodations**
- **Beautiful Courtyard**
- **Nursing Care**

Pathstone Day Living cares for adults with all kinds of needs, including, but not limited to, persons with dementia, chronic illness, and developmental disabilities. Pathstone Day Living supports the whole person - providing physical, social, and spiritual care. We engage our clients in a safe and secure setting during weekday hours. Meaningful activities are a big part of the day and range from exercising to reminiscing. Some people come to us for the simple need of socialization and daily activity. Nutritious meals and snacks are served. Extensive health and personal care services are available, including medication administration, bathing, incontinence care, health monitoring, or foot care.

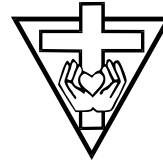
Pathstone Day Living helps adults remain in their homes longer as an alternative to living in a long-term care community.

Funding is available to qualified individuals through various types of county waivers, the Veteran's Administration, or possibly long-term care insurance. Transportation is available to and from the program for an additional fee.

For more information, call Sharyl Van't Hul at (507) 345-6506.

## Prairie Community Services, Inc.

<b>Address:</b> 801 Nevada Ave., PO Box 468 Morris, MN 56267	<b>Contact:</b> Jeannie Michaelson, Corporate Coordinator
<b>Phone:</b> (320) 589-3077	<b>Fax:</b> (320) 589-4955
<b>Website:</b> <a href="http://www.pcs.sfhs.org">www.pcs.sfhs.org</a>	<b>E-Mail:</b> <a href="mailto:jmichaelson@pcs.sfhs.org">jmichaelson@pcs.sfhs.org</a>



### **Mission/Philosophy:**

We are committed to expressing Christ's message of love and hope by providing for health, residential, community and allied services in a holistic, competent and caring manner that recognizes the value and dignity in every human life.

### ***IN PURSUIT OF OUR MISSION, WE WILL:***

Preserve our historical values in serving and caring for persons with developmental disabilities, mental health disorders, traumatic brain injury (TBI) and other challenges as identified.

Provide services that are consumer - centered and focused and which address the whole person – “body, mind and spirit”.

Be open to partnerships or other arrangements with organizations of like values to enhance and preserve our mission;

Assist in strengthening the local communities in which we operate;

Provide for the highest possible development and advancement of our employees in a respectful and just manner;

Operate under ethical and professional standards in all our business relationships;

Generate the financial strength necessary to carry out our mission;

Be a resource and leader in the communities in which we operate;

Express Christian values in all that we do;

Support local control, spirit and personality in the communities we serve;

Be open and creative in planning and providing for services that are needed.

## Values/what we stand for

### **CORE VALUES**

**Integrity:** We faithfully adhere to high principles and professional standards.

**Commitment:** We dedicate ourselves to those we serve.

**Respect:** We value and treat each individual with compassion and dignity.

**Excellence:** We have the passion to do our best.

**Service:** We deliver what has not been done, before it is expected.

**Stewardship:** We wisely employ the talents, resources and relationships entrusted to us.

### Services

PRAIRIE COMMUNITY SERVICES, INC. REQUIRES THAT NO CONSUMER BE DISCRIMINATED AGAINST IN THE PROVISION OF PROGRAM SERVICES ON THE BASIS OF GENDER, COLOR, AGE, RACE, CREED, RELIGION, MARITAL STATUS, DISABILITY, ETHNIC OR NATIONAL ORIGIN, STATUS WITH REGARD TO PUBLIC ASSISTANCE, OR SEXUAL PREFERENCE.

### SERVICES AVAILABLE

1. All basic physical care and proper nutrition.
2. Structured daily routine and activities with supervision as required, up to 24 hours a day 7 days a week.
3. Individualized training in residential programs.
4. Provision of representation to Interdisciplinary Team Meetings.
5. Management of consumer funds.
6. Access to worship and other spiritual services of choice as available.
7. Volunteer services.
8. Evaluation of the residential portion of the Individual Service Plan as determined by Governing Rule and Interdisciplinary Team.
9. Community Based Services designed to individually meet the needs of the consumers.
10. Behavioral Services

Services provided outside the Program through a working agreement between the program and other resources:

1. Medical attention and/or hospitalization
2. Dental services
3. Day Training and Habilitation Services/Day Treatment
4. Social Services
5. Speech/Audiology Therapy
6. Occupational/Physical Therapy
7. Pharmaceutical Services
8. Psychological/Psychiatric/Crisis Services
9. Dietary Services
10. Other medical specialists as needed.
11. Community Based Services
12. Behavioral Services.

**Facility/site locations**

Autumnwood Home  
317 West Welcome  
Mankato, MN 56001  
507-625-9645  
Melissa Ostrom, Program Director

Summerwood Home  
2509 Marwood Drive  
Mankato, MN 56001  
507-720-0622  
Mary Nachreiner, Program Coordinator

**Licensure/accreditation**

203 Adult Foster Care, DD Waivered Services facilities

**Other agency contacts**

Joyce Evenson  
Title: Program Administrator  
Phone: 507-426-7335  
Email: [jeverson@pcs.sfhs.org](mailto:jeverson@pcs.sfhs.org)

## Prairie River Home Care, Inc.

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

<b>Address:</b> 105 Creative Court Mankato, MN 56001	<b>Contact:</b> Robert Sweeney, Director
<b>Phone:</b> (507) 388-7560 or (507) 381-4211 (cell)	
<b>Email:</b> progressiveliving@charter.net	

### **Mission**

Progressive Living, Inc. 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, Inc. 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)

<b>Address:</b> 210 Thomas Drive Mankato, MN 56001	<b>Contact:</b> Mark Turbes, Regional Director
<b>Phone:</b> (507) 387-3181	<b>Fax:</b> (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
- Brain injury

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.

<b>Address:</b> 20176 528th Avenue Lake Crystal, MN 56055	<b>Contact:</b> Deb Blanness, LPN, Administrator
<b>Phone:</b> (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

<b>Address:</b> 709 S. Front Street Mankato, MN 56001-3804	<b>Contact:</b> Alan Augustin
<b>Phone:</b> (507) 345-7139 (voice and TYY)	<b>Fax:</b> (507) 345-8429
<b>Internet:</b> <a href="http://www.smilescil.org">www.smilescil.org</a>	

*“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

<b>Address:</b> 1711 Gault Street St. Peter, MN 56082	<b>Contact:</b> Rose Smith
<b>Phone:</b> (507) 931-5103 or 931-5108	<b>Fax:</b> (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 provide services to 52 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.

### **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.

## W.W. Homes, Inc.

<b>Address:</b> 46613 U.S. Hwy. 169 St. Peter, MN 56082	<b>Contact:</b> Rick Windom, Owner/administrator Amy Wersal, Program Manager
<b>Phone/Fax:</b> (507) 388-8343	

### **Mission**

W.W. Homes, Inc. is committed to providing individuals with developmental/physical disabilities and/or mental disorders with the opportunity to live life with the highest level of independence as possible and participate actively in community life.

### **Our Values:**

Staff assure the consumers we serve have a nurturing environment and that their rights are observed. Staff also ensures the health, safety, and welfare of the individual. W.W. Homes believes in individuality. Services are provided on an individual basis of what the consumer wants and needs with dignity, personal choice, and respect.

### **Services Offered:**

Residential, Individual Support Services, Community Support Living Arrangements.

W.W. Homes' programs provide many services for the consumers we serve. We provide training, counseling, and assistance to consumers in daily living skills, including, but not limited to, the following areas:

- Personal hygiene/grooming
- Care of personal possessions
- Money management
- Emergency Procedures
- Rights/responsibilities in community
- Routine health care
- Interpersonal relationships
- Medication administration
- Community orientation
- Shopping
- Recreation
- Self-direction
- Personal awareness
- Home management
- Meal planning
- Cooking

**Ages Served:** 18 and older.

**Year Established:** 2003

### **Site Locations:**

11 Dellview Lane  
Mankato, MN 56001

60 Skyline Drive  
Mankato, MN 56001

1022 N. 5th Street  
Mankato, MN 56001

**Licensure:** Licensed by Blue Earth County and the State of Minnesota.

### **Company/Contact Names:**

Rick Windom, owner/administrator - (507) 327-4608  
Amy Wersal, Program Manager - (507) 382-0859  
E-Mail: wersal-w.w.homes@hotmail.com

# Zumbro House

<b>Address:</b> 1103 Weir Drive, Ste. 100 Woodbury, MN 55125	<b>Contact:</b> Christopher Onken, M.A., Administrator
<b>Phone:</b> (651) 264-1000	<b>Fax:</b> (651) 264-1002

## 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 is 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 the 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 affect 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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