



# **Cornerstone Community Support Centers**

# **HANDBOOK**

**Clio  
The Compass  
Westwood  
Wolcott**

[www.mcsionline.org](http://www.mcsionline.org)

## **MISSION STATEMENT**

To enable individuals facing obstacles to independence, to live, work and participate in the community as normally and as independently as possible, and to progress to their fullest potential toward independence.

## **VISION STATEMENT**

We see ourselves as a dynamic organization continually seeking to improve our services to meet the dreams, wants, and desires of the individuals we serve.

We see ourselves as an advocate, promoting the personal development of each individual.

We see ourselves as a leader in the community, willing to try new ideas and techniques to help the individual reach their desired outcomes.

## **VALUE STATEMENT**

M.C.S.I. believes:

- in the intrinsic worth of each individual
- in the dreams, wants and desires of each individual served
- that each individual has the right to be treated with dignity and respect
- that each individual has the right to work in a safe and healthy environment
- that we are an advocate for each individual served
- that each individual will be given the opportunity for achievement to increase independence, personal potential and productivity
- and in the importance of staff development and training

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# **PROGRAM DESCRIPTIONS**

## **History**

The Cornerstone Community Support Centers began in 1983 by Michigan Community Services, Inc. (M.C.S.I.) in response to the changing consumer profile and the resulting service gap. By starting out small and investing in staff training and development, M.C.S.I. has been able to design a program, which is sensitive and responsive to consumers whose disabilities are compounded by other special needs. The Cornerstone Community Support Centers specialize in helping people achieve a better quality of life.

## **Cornerstone Community Support Center Sites**

### **Clio**

3207 Finney Court  
Flint, MI 48504  
Telephone: (810) 285-8578  
Fax: (810) 410-4724

### **The Compass**

5520 Lapeer Road  
Burton, MI 48509  
Telephone: (810) 743-5593  
Fax: (810) 715-3320

### **Westwood**

3207 Finney Court  
Flint, MI 48504  
Telephone: (810) 820-9674  
Fax: (810) 820-9684

### **Wolcott**

3131 S. Vassar Road  
Davison, MI 48423  
Telephone: (810) 742-6155  
Fax: (810) 742-3890

## **Offered Services**

- Skill Building
- Social Skill Development
- Employment Training
- Work Hardening
- Pre-Vocational Training
- Community-Based Training
- Micro Enterprising Development
- Supported Employment Opportunities
- MRS Assessments

# **ADMISSION INFORMATION**

Michigan Community Services, Inc. is a non-profit agency that services individuals with disabilities in Genesee and Lapeer Counties and the surrounding areas. Persons eligible for services must be at least 18 years of age. You will not be discriminated against based on race, national origin, ethnic membership, religion, age, sex or disability.

## **Admission to the Support Center**

Individuals admitted to the Support Center must have:

- A negative TB test, with updates every three (3) years.
- A Health Care Appraisal (Physical Examination) with a review of their current medications.

Pre-Admission procedure is as follows:

1. An initial inquiry is made. This inquiry may be from:
  - Another service provider
  - Service coordinator
  - Guardian/parent
  - Consumer
2. A tour at the Support Center is scheduled.
  - You will receive a Cornerstone Community Support Centers pamphlet.
3. A Pre-Admission Packet will be given to the service provider, service coordinator, guardian/parent, or consumer.

The packet will include:

- Checklist of needed documents
  - M.C.S.I. Notice of Privacy Practices
  - Release of Information Form
  - Media Release Information Authorization Form
  - Emergency Consent Form
  - Medication Information and Consent Form
  - Health Care Appraisal Form
  - Pre-Admission Skills Evaluation
  - Cornerstone Community Support Centers Handbook
4. Once the Support Center receives the completed Pre-Admission Packet and Skills Evaluation, the individual screening process will begin.
    - Review of Pre-Admission Packet
  5. When a consumer has been selected for pre-admission to the Support Center the Secretary will:
    - Notify the consumer and the person making the referral of pre-admission.
    - Set a tentative start date in coordination with the case manager, with a 30-day initial authorization.
  6. During the 30-day initial authorization, the Support Center will evaluate the consumer and make a recommendation to admit or not to admit.

## **Denial to the Support Center**

If a consumer is found to be inappropriate for admission to the Support Center, the person giving denial will:

- Contact the consumer and the person making the referral, in writing stating the reason for denial and possible alternative service provider information.
- Place the consumer's folder in an inactive file and include:
  - All evaluations
  - Reason for denial
  - List of other possible programs

## **Suspension and/or Discharge from the Support Center**

The Support Center may suspend and/or discharge services for the following reasons or situations:

- No Medicaid
- Expired IPOS – Authorization
- Unable to submit the Treatment Plan/Authorization
- Health and Safety Risk (communicable disease, expired TB, unsafe behaviors)
- Extended vacation (thirty (30) days or more)
- Extended absence for medical or other reasons

The Support Center will work closely with the consumer and their team to correct any issues that arise.

## **INDIVIDUAL PLAN OF SERVICE**

Consumers attending the Support Centers will have an *Individual Plan of Service* that is customized especially for them.

Goals and objectives will be developed with each consumer in their Treatment Plan. The Team Leader and staff will complete a Skills Evaluation/Update to identify areas that could be included in the consumer's Treatment Plan. This plan is to assist them to overcome barriers that are preventing them from obtaining their dreams, wants and desires.

The consumer's input will be obtained while their Treatment Plan is being developed and quarterly when their progress is discussed with them.

Team Leaders will meet, face-to-face, with consumers and discuss their progress, in a form that is appropriately adapted to the consumer's level of understanding.

Progress in attaining goals will be ongoing and documented at least quarterly.



# **SUPPORT CENTER INFORMATION**

## **Hours**

The Support Center hours for on-site operation is 9:00 a.m. to 2:30 p.m. Schedules outside of these hours must be pre-arranged with the Support Center Coordinator/designee.

In addition, The Compass also operates later hours, 11:30 a.m. to 5:00 p.m., for those consumers who participate in the second shift program.

## **Attendance**

Consistent attendance at the Support Center is imperative to progress toward Individual Plan of Service goals. Consumers are encouraged to attend on their scheduled days. On-going absences could jeopardize a consumer's authorized hours for services.

The Support Centers MUST be notified, in advance, of any late arrivals, early departures, or other changes in a consumer's schedule, including vacations. This assures proper staffing levels, the consumer's safety, and having the consumer on-site for early departure (as the consumer may be away from the Support Center in the community).

Arriving late, without prior arrangements having been made, may result in the consumer being unable to remain at the Support Center for the day.

## **Drop-off**

Drop-off consumers at the designated location (this information will be relayed, upon admission to a specific Support Center site). Drive slowly, and be aware of other vehicles and the safety of consumers getting in/out of vehicles.

Early arrivals MUST be called in ahead of time, and approved by Support Center Coordinator/designee to ensure consumer's safety.

Group home staff/driver/guardian/parent should assist consumers to their assigned rooms/designated location at the Support Center, as needed. Consumers are NOT to be left in a room alone. If staff is not available, notify the office, so that the situation can be taken care of appropriately.

## **Pick-up**

When picking up a consumer, please notify the room staff that you are doing so. If another home is transporting for your facility, please notify the Support Center of the change. If a guardian or someone other than the home staff is to pick-up the consumer, please notify the Support Center of the change.

## **Lunch**

The Support Centers onsite lunch times range from 11:00 a.m. to 12:30 p.m. Due to the limited refrigerator space, consumers are required to bring lunches in thermal lunch boxes, with some way of keeping them at a safe temperature until lunch.

Microwaves are available for warming food.

Lunch boxes should be labeled, with the consumer's name, to avoid confusion and minimize the possibility of consumers taking the wrong lunch boxes.

Consumers will need to provide special adaptive equipment that is specified in the Individual Plan of Service. This would include protective clothing, thickening agents, etc.

## **Closing**

Consumers will receive a list of scheduled days off for the holidays.

In the event of building problems (power failure, heat loss, etc.) the Support Centers will attempt to contact consumers, prior to arrival time. This information will be announced on ABC12-WJRT.

Closings for bad weather will be announced on the television station ABC12-WJRT. Closing information can also be obtained from [www.abc12.com](http://www.abc12.com). All efforts will be made to get the Support Centers closing announced by 7:00 a.m.

Support Center sites will be listed on the television station as:

- Cornerstone Clio
- Cornerstone The Compass
- Cornerstone Westwood
- Cornerstone Wolcott

## **Consumer Council**

A peer driven Consumer Council has been formed to assist consumers on matters important to them. Officers of a Council are elected by their peers in an annual election, including president and vice president. The Council meets on a regular basis as determined by the Council.

## **Smoking**

Smoking, chewing tobacco or e-cigarettes is prohibited inside all Support Centers and vehicles. There is no smoking allowed in any enclosed spaces.

- Smoking by staff and consumers will be allowed during normal program breaks in designated areas only and outside of all the Support Center buildings.
- The management and staff will assure that the designated areas are within easy calling distance of staff.
- They will also assure that the designated areas are located to allow immediate response to the consumers' needs.

## **Designated Smoking Areas**

Smoking will be allowed in the following areas only:

- Clio – outside the double doors at the east end of the building, outside the back double doors at the west end of the building and outside the gym door.
- Compass – outside the back door at the northwest corner of the building.
- Westwood – outside the double doors at the east end of the building, outside the back double doors at the west end of the building and outside the gym door.
- Wolcott – outside at the northeast corner of the property in the back of the building.

## **Visitors**

The Support Centers welcome family, friends, and support personnel to visit consumers at the Support Center. We ask that you check in at the main office upon arrival and sign in before visiting the classroom and sign out when leaving.

If you are taking a consumer off campus, please sign them out at the main office.

Please note, that if your visitation is distracting to others, you may be asked to visit at a different time, a different place or a different part of the building.

We ask that you not visit the consumers away from the building, while on an outing, unless prior arrangements have been made with the Support Center Coordinator/designee.

Our goal is to accommodate and facilitate visitations.

## **Dress Code**

Consumers should arrive to the Support Center in clothing and footwear appropriate for the season, weather, or activity. Please bring in sweaters or long sleeve shirts on cooler days. If a consumer wears snow boots, please bring in shoes, so they can change out of their snow boots.

## **Personal Belongings**

Consumers are responsible for providing personal supplies, such as adult briefs, sanitary pads, clothing protectors etc. Consumers should also have clothing changes, if needed, and marked, to identify them as theirs.

It is recommended that personal belongings (backpacks, duffel bags, lunch boxes, coolers, coats, hats, gloves, or special devices) be marked clearly with the consumer's name. Lost items should be brought to the Team Leader's attention.

The Support Centers are not responsible for personal items lost or stolen. If at all possible, leave personal items that are not a necessity at home.

## **Cell Phones**

Personal cell phone usage is prohibited during Support Center operating hours by staff and consumers, unless on a designated break.

## **Staff**

All Support Center employees are leaders in service delivery, training, and assistance to our consumers and other stakeholders. Employee development and training supports our mission and are completed on an on-going basis.

Staff is trained in a variety of areas – including, but not limited to the following:

- CPR
- First Aid
- Universal Precautions
- Occupational Safety and Health Administration (OSHA)
- Right To Know Program
- Hepatitis B
- TB Containment
- Person Centered Plan
- Safe Lifting
- Emergency Procedures
- Medication Administration
- Confrontation Avoidance
- Health Issues
- Recipient Rights
- Working with People
- Behavioral Management
- M.C.S.I. Policy and Procedures
- Genesee Health System Policy and Procedures

## **MEDICAL DOCUMENTS**

After a consumer has been admitted to the Support Center, the following documents are required to be updated:

- Group Home Consumers (six (6) consumers or less in a home)
  - Current Physician Orders
  - Current Standing Orders
  - Annual Health Care Appraisal (physical) with the Medication Review Section completed.
  - Negative TB (every three (3) years)
- Independent Consumers (live with family or on their own) and AFC Consumers (six (6) consumers or more in a home)
  - Annual review of medications signed by a physician, physician assistant, or nurse practitioner.
  - Negative TB (every three (3) years)

## **MEDICATIONS**

Medications are passed at the Support Centers **only if** the doctor has determined that the administration schedule cannot be adjusted to accommodate the consumer.

When bringing in medications, you must check them in with the Team Leader/designee for the consumer's classroom.

Emergent PRN (as needed) medications/treatments (examples; Diastat, Epi-pens, and those frequently used), must be supplied to the Support Center.

The Support Center will notify the Group home staff/driver/guardian/parent of needed PRNs. Replacements must be provided by the next day the consumer attends, so as not to cause a lapse with the Support Center having the appropriate emergent PRN medication/treatments.

### **Policy**

- Only M.C.S.I. staff successfully completing medication training and having completed orientation at the Support Center will administer medications to consumers.
- M.C.S.I. will only administer medications for which we have a current physician order or prescription.
- All prescription medications will be in the original container/package from the pharmacy.
- A list of current medications will be provided, upon admission, for review of side effects, contraindications, special dietary needs, etc., associated with medication usage.
- The list of medications will be updated, when orders expire, or whenever changes are made.
- Consumer's medications will be reviewed, at least annually, by a physician, physician assistant or nurse practitioner.
- M.C.S.I. will adhere to Genesee Health System Critical Incident Reporting Procedure for medications errors occurring at the Support Center.
- M.C.S.I. has procedures in place to address medical emergencies with consumers attending.

- M.C.S.I. will utilize the Genesee Health System contracted nursing staff for medical consultation during the Support Center hours.
- M.C.S.I. will utilize the management staff in a consumer's living facility to coordinate with primary care physicians.
- Any unused, outdated, discontinued, contaminated medications will be returned to the consumer's living facility.
- Established OSHA guidelines, for biohazards associated with medications will be followed by the staff.

## **Illness**

Consumers may display signs or symptoms of illness, while attending the Support Centers. Home provider/manager or emergency contact will be notified when a consumer becomes ill. The home provider/manager/family will arrange transportation home for the consumer.

After three (3) days off for medical reasons, hospitalizations, or an emergency room visit, a return to work slip is required for, but not limited to:

- Contagious infections
- Hospital visit (hospital follow-up instructions required)
- Emergency care (follow-up instructions required)
- Out-Patient procedures (follow-up instructions required)
- Cold or Flu

## **Symptoms considered reason to exclude from the Support Center**

- Fever of 100° or higher (or less when the consumer feels ill)
- Vomiting
- Diarrhea (exclusion per plan)
- Strep infection not under antibiotics for at least twenty-four (24) hours
- Suspected communicable rash
- Persistent abdominal discomfort or other types of pain
- Open sores, all open skin areas need to be covered before a consumer can return.
- Confirmed cases of infectious diseases must be treated. Consumers can return with a note from their physician, ONLY!

## **Communicable Diseases**

A consumer will be excluded from the Support Center when suspected of being infected with any communicable conditions; including, but not limited to:

- Chicken Pox
- Conjunctivitis (Pink Eye)
- German Measles
- Impetigo
- MERSA
- Mumps
- Red Measles
- Ringworm
- Shingles
- Meningitis
- Scabies

## **Medical Appointment during the Support Center Day**

Please notify the Support Center on the day of an appointment if a consumer is to come in late or leaves early for an appointment during the Support Center hours. If we are notified of an early pick-up, staff can have the consumer ready for departure.

If a consumer arrives late to the Support Center, the home staff or family is responsible for dispensing medication scheduled to be given before their late arrival, if needed. Home staff is also responsible to assist the consumer with lunch, if lunch time is over, when the consumer returns from their appointment.

## **Infection Control**

M.C.S.I. and the Support Centers utilize several resources to control communicable diseases. Staff training and consumer education is provided to recognize and respond to illnesses and infectious diseases. Universal Precautions are required in all areas of service delivery.

Any person with a fever of 100° or higher will be considered potentially infectious. Appropriate actions will be taken to minimize risks of exposure to others:

- Consumers will be placed in an identified isolation area and their living facility will be contacted for transport home.
- Staff will be sent home immediately

Consumers can return after being fever free for twenty-four (24) hours without using fever reducing medication.

## **Special Equipment**

When a consumer receives a new assistive devices or prosthesis, such as canes, braces, walkers, wheelchairs, etc., the Support Center Coordinator/designee is to be contacted before sending the assistive device to the Support Center.

Staff will be informed of the new assistive device or prosthesis. An in-service may be needed for specific instructions on appropriate use.

## **Injury or Accidents**

All injuries or accidents will be reported on an appropriate reporting form. Serious injuries will follow Genesee Health System Critical Incident Reporting Procedure. The consumer's living facility will be contacted immediately.

Unless an ambulance is needed, the consumer's living facility will be responsible for transporting the consumer to the appropriate medical treatment facility.

The consumer's living facilities are to notify the Support Center of any injuries that occurred since the previous attendance.

# **SUPPORT CENTER SAFETY**

## **Emergency Procedures**

In case of emergencies the Support Centers will utilize the M.C.S.I. Emergency Procedures.

Both staff and consumers receive on-going training in emergency procedures, which include:

- Bomb Threat
- Emergency Call
- Explosion
- Fire Emergency
- Fire Safety
- Gas Leak
- General Evacuation
- Heat Loss
- Lock Down
- Medical Emergency
- Missing Person
- Power Failure
- Protection from Hazardous Material
- Protection from Hostile Visitor
- Protection from Individual Endangerment
- Protection from Release to Unauthorized Person
- Severe Weather
  - Lightning and/or Thunderstorm
  - Snow
  - Tornado
- Sexual Assault
- Sweep Procedure

## **Safety Committee**

A Safety Committee has been appointed to assist management on matters relating to the control of accidents, injuries, and incidents.

The basic functions of the Safety Committee include:

- Creating and maintaining an active interest in safety
- Working in furthering the cause of accident prevention
- Reducing accidents
- Identifying potentially unsafe items in the environment

The size of the Support Center determines the type and number of Committee members that will function most effectively. Consumers and staff shall participate in the Safety Committee.

Safety Committee meetings are scheduled at least quarterly.



## **Threats**

Any verbal or physical threat made by a consumer will result in immediate suspension from the Support Center. An investigation will be completed, at which time, continuing suspension or discharge may result. Depending on the severity of the threat, criminal charges may also be filed.

## **Weapons**

The Support Centers are weapons free environments. Any object, which is used to threaten, harm or harass another, may be considered a weapon.

These include, but are not limited to:

- Guns
- Pellet Guns
- Knives
- Club type objects
- Explosives/Combustibles/Poisonous Gas
- Bombs/Grenades/Rockets/Missiles/Mines
- Devices that can be converted into a destructive devise
- Toys that are represented as real weapons

If any consumer is carrying any of these items, they will be asked to remove the weapon/potential weapon from the Support Center immediately. Intentional injury to another can be a felony and a cause for civil action. This is true even if the weapon belongs to someone else. Criminal charges may be filed by any individual.

## **Drugs**

The Support Centers and the activities that we participate in are drug free. This includes all building, out-of-building activities, and during transportation.

Possession, use, communication regarding the exchange or sale of drugs, alcohol, imitation controlled substance, steroids, inhalants, look-a-like drugs, and/or the use of paraphernalia is strictly prohibited. Violation may result in law enforcement officials being contacted. This does not include the personal use of prescription medications as directed by a physician order.

# **CUSTOMER COMPLAINT INFORMATION**

## **M.C.S.I. Procedure**

Any person served or their advocate may make a verbal or written complaint to any M.C.S.I. employee. Assistance can be requested of any staff to file a complaint. The complaint will be forwarded the same day to M.C.S.I. management.

Each management level will attempt to address and resolve the complaint to the customer's satisfaction within five (5) working days of the report being made to them. In the event, the complaint is not resolved to the satisfaction of the customer; management will forward the complaint to the appropriate supervisor.

The flow of management review is as follows:

- Support Center Coordinator
- Area Supervisor/Regional Supervisor as appropriate
- Executive Leadership is the final level of appeal within the organization

It is expected the entire review will be completed within thirty (30) days.

At any time, the customer may take their complaint to any external agency or organization without fear of retaliation. An external advocate or another appropriate source of assistance will be sought by M.C.S.I. staff upon request.

## **Recipient Rights**

All consumers at the Support Centers will be treated with dignity and respect; their legal rights will be protected. Recipient Rights information is posted at each site. Please refer to the blue "Your Rights" booklet that is available in all the sites for detailed information on your rights and responsibilities.

Each consumer has the right to work in a safe and healthy environment. The Support Centers will be diligent in safe guarding the health of the consumers served.

Upon admission, the Team Leader will review with the consumer their rights and responsibilities. Subsequent right reviews will be conducted annually.

If a consumer or advocate believes that the consumer's rights have been violated, he/she should notify the Recipient Rights Officer at Genesee Health System and/or the Support Center Coordinator.

## **ACCESS TO FILES and NOTICE OF PRIVACY**

Consumers/guardians may have access to their consumer record during normal Support Center program hours. They must make a request, in writing, and will be able to view their record within five (5) Support Center business days. The record cannot leave the office and no items may be removed from the record. Request for copies of any part of their record may require a copy fee.

According to the M.C.S.I. Notice of Privacy Practices consumers/guardians have a right to:

- Inspect and copy
- Make an amendment
- Have an accounting of disclosures
- To request restrictions
- To request confidential communication
- To complain about their medical record

# **CARF ACCREDITATION**

CARF is the “*Commission on Accreditation of Rehabilitation Facilities*”.

“Accreditation is evidence to consumers that an organization is committed to encouraging feedback, continuously improving services, and serving the community.”

By becoming and maintaining CARF Accreditation, M.C.S.I. continually tries to improve:

- Efficiency
- Fiscal health
- Service delivery
- Quality of services
- Consumer satisfaction
- Consumer input
- Accountability
- Focus on consumer’s needs, wants, desires

M.C.S.I. is accredited in the following areas with CARF:

- Community Services
- Community Integration
- Employment Planning Services

# **The Compass Supported Employment**

For persons served in The Compass Supported Employment Training Program, the following information pertains to monetary payment, wage determination, and advancement possibilities.

## **Monetary Payment**

The Compass is a vocational training facility that has both in-house and community training opportunities available. Monetary payment is NOT received for in-house training. However, for contracted community sites, which employ Opportunity Knocks services, monetary payment is received.

## **Wage Determination**

M.C.S.I. holds a certificate from the Department of Labor, which allows us to pay a *Commensurate Wage*. A Commensurate Wage is a deviated wage below the Federal Minimum Wage.

At least, every six (6) months, a Time Study has to be completed. The Time Study has what is known as a *standard*, which is developed by using non-disabled individuals completing the same task. Based on the average of the non-disabled individual's performance, the standard is set.

Every year a Prevailing Wage Study is conducted to set the standard. The Prevailing Wage is determined by a Time Study of community employers performing the same/similar work (i.e. janitorial, clerical, store, packaging and assembly) by non-disabled employees at the experienced rate of pay. Following the Time Study, each consumer served receives notice of their new wage and is counseled to assure understanding.

## **Paychecks**

If a consumer served is to receive payment for a contracted job assignment, the paycheck is received every two (2) weeks (Monday). The paycheck is delivered to The Compass, unless other arrangements have been made (i.e. sent to payee).

## **Advancement Possibilities**

The Compass is a training facility; therefore, advancement or the potential for advancement within our agency is not a factor. The Compass has a community job development service that provides the possibility of community employment where advancement is more likely.

## **Benefits**

Consumer employees are eligible for Workman Compensation Benefits for any work related injury received during a paid supported employment work experience. All injuries must be reported to staff immediately for appropriate assistance.

The Compass offers specialized services in various areas of employment services. Listed below are brief descriptions of services and fees assessed for each.

**FEE SCHEDULE** (reviewed 7/14/16)

<u>Service</u>	<u>Fee</u>												
<b>Assessment/Training/Placement Services</b>													
<i>Job Development</i>	\$35.00 per hour + 10% Administration Fee												
 <b>Community Based Assessment</b>													
(Typically these services include the following services, however individual cases can include any combination of services as appropriate.)													
<i>Job Development</i>	\$35.00 per hour + 10% Administration Fee												
 <i>Consumer Reimbursement</i>	Consumer Wage + 18% Fringe Fee												
 <i>Job Coaching</i>	<table border="0"> <tr> <td>0-10 hours</td> <td>\$50.00 per hour</td> </tr> <tr> <td>11-20 hours</td> <td>\$45.00 per hour</td> </tr> <tr> <td>21-30 hours</td> <td>\$40.00 per hour</td> </tr> <tr> <td>31-40 hours</td> <td>\$35.00 per hour</td> </tr> <tr> <td>41-50 hours</td> <td>\$30.00 per hour</td> </tr> <tr> <td>51+ hours</td> <td>\$25.00 per hour</td> </tr> </table>	0-10 hours	\$50.00 per hour	11-20 hours	\$45.00 per hour	21-30 hours	\$40.00 per hour	31-40 hours	\$35.00 per hour	41-50 hours	\$30.00 per hour	51+ hours	\$25.00 per hour
0-10 hours	\$50.00 per hour												
11-20 hours	\$45.00 per hour												
21-30 hours	\$40.00 per hour												
31-40 hours	\$35.00 per hour												
41-50 hours	\$30.00 per hour												
51+ hours	\$25.00 per hour												
 <i>Follow along Services</i>	\$25.00 per hour + 10% Administration Fee												
 <b>Other</b>													
<i>Employer of Record</i>	Consumer Wage + 28% (18% Fringe Fee and 10% Administration Fee)												
 <i>Skill Building</i>	\$44.00 per day												

Please contact The Compass at (810) 743-5593 with any questions about these services.

## **CORPORATE PERFORMANCE**

The Support Centers are a customer-driven organization, gathering input and performance data to measure outcomes and strive for continuous improvement.

Outcome measures are goal-oriented and measure effectiveness, efficiency, access to service and satisfaction of consumers and stakeholders. The information we gather will help us develop new services and modify existing services, to meet the changing needs, wants and desires of the consumers we serve.

The information will be compiled into an annual report that will be disseminated to staff, consumers, and other stakeholders. The annual report will be posted on our website [www.mcsionline.org](http://www.mcsionline.org) and available in hard copy, if requested.

## **CORPORATE COMPLIANCE**

The Corporate Compliance policy is the sum of all actions, policies, procedures, reviewed audits, prevention strategies, corrective actions, modifications, staff training efforts, reporting systems, etc., that are developed and implemented by an organization and its employees to prevent and detect illegal or unethical activity and/or fraud, waste and abuse.

## **CONFLICT OF INTEREST**

Conflict of Interest is when a person has a duty to more than one individual or group, but both parties varying interests make it difficult for the person to perform his/her duties and responsibilities objectively. If you believe that a Conflict of Interest exists at a Support Center, inform any staff immediately.

**M.C.S.I. can provide additional assistance to consumers/guardians with understanding the information in this handbook.**