

Client Handbook

Courage Kenny Rehabilitation Institute

Vocational Services

**Vocational Services | Equal Employment Opportunities | Allina Health
Extended Employment | Equal Employment Opportunities | Allina Health
Assistive Technology | Courage Kenny | Allina Health**

**3915 Golden Valley Road, MR 78404
Minneapolis, MN 55122
612-775-2567**

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Welcome!

Thank you for choosing Courage Kenny Rehabilitation Institute's (CKRI) Vocational Services to support you in your job goals!

CKRI Vocational Services care team members we will listen to your job goals, collaborate with you and your care team members to develop a plan for your vocational services.

Your care team member is:

Phone Number:

Email:

Your service(s) include:

- ☐ Employment Services
- ☐ Extended Employment
- ☐ Post Secondary Navigation
- ☐ Vocational Evaluation
- ☐ Other:

As of _____, your appointment date and times with CKRI Vocational Services include:

Date:	Time:	Location:	Virtual:

You are encouraged to sign up for MyChart to check your schedule.

Orientation Checklist

Your CKRI Vocational Services care team member will use this checklist to guide you through this handbook. If you have any questions, please ask. If not already done, your care team member will have you (or your legal guardian) acknowledge receipt of or sign Allina Health/CKRI's:

- [Notice of Privacy Practices](#)
- Consent to Treat
- Authorization to Release/Obtain Information
- Release of Information

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After you've reviewed the handbook, complete this section:

I ☐ agree / ☐ do not agree to meeting through use of virtual technology.

I have a copy of CKRI's Vocational Rehabilitation Services Department Client Handbook and reviewed the above information with a care team member.

Client Signature:	_____	Date:	_____
Client MRN:	_____		_____
Legal Guardian Signature:	_____	Date:	_____
CKRI Care Team Signature:	_____	Date:	_____

Our Mission

We serve our communities by providing exceptional care as we prevent illness, restore health and provide comfort to all who entrust us with their care.

Our Vision

Allina Health is our community's most trusted health ally, where all people can access specialty and preventive care when, where and how they need it.

Our Promise

All Together Better.

Our Values



Compassion

We serve with empathy and kindness



Integrity

We work honestly & ethically



Excellence



We deliver best-in-class care



Teamwork

We are all part of one care team

Meet the Vocational Services Care Team Members:

Care Team Member's Name and Roles	Photo:	Contact Information:
Cindy Seaton , LISW <i>Manager of Community Services</i>		612-775-2201 Cynthia.Seaton@Allina.com
Janell Tibodeau <i>Employment Vocational Representative</i>		612-775-2563 Janell.Tibodeau@Allina.com
Kayla Kasheimer , CRC <i>Vocational Evaluation Specialist</i>		612-775-2575 Kayla.Kasheimer.@Allina.com
Kathy Woods , OT, CDRS, LDI <i>Rehabilitation Supervisor for Vocational Services and Driver Assessment & Training</i>		612-775-2829 Kathy.Woods@Allina.com
Mikala Bugge , CRC <i>Vocational Evaluation Specialist</i>		612-775-2571 Mikala.Bugge@Allina.com

Sandy Kroyer

*Provider Coordinator for Vocational
Services and Assistive Technology*



612-775-2567

Sandra.Kroyer@Allina.com

Sara Laughlin, BA in SW
Vocational Placement Counselor



612-775-2567

Sara.Laughlin@Allina.com

CKRI's Vocational Services Department:

- offers services to clients aged 16 or older with a documented disability or health condition who are medically stable at the time of services.
- may access CKRI's expertise in medical and independent living rehabilitation.
- has a contract with [Minnesota's Vocational Rehabilitation Services](#) (MN VRS).
- welcomes referrals from MN VRS, school districts, healthcare providers, employers, and self-referrals.
 - Note: clients with referrals from sources other than MN VRS will be given information to enroll in MN VRS as this is needed prior to scheduling services. The exceptions to the MN VRS step are for:
 - Extended Employment / Job Retention services.
 - A client who wants to self-pay for the services at the same fee schedule as MN VRS or may qualify for discounted services.
- is accredited by the [Commission on Accreditation of Rehabilitation Facilities](#) (CARF) for the following services:
 - Vocational Evaluations
 - Work Readiness
 - Placement
 - Extended Employment



CKRI's Vocational Services Goals:

Our goals are to provide equal employment opportunities by:

- offering vocational evaluations, job readiness support, and information on employment opportunities.
- delivering comprehensive, individualized, goal-oriented vocational services.
- improving employability skills.
- supporting self-advocacy through mentoring and sharing community information.
- educating the community about the dignity and ability of people with disabilities to work.

A Continuum of Vocational Services

CKRI Vocational Services helps people explore work options, return to work, or transition to new careers. We recognize every job seeker has unique abilities and interests. We will help you identify your strengths, potential accommodations, develop a vocational plan as you move forward with your employment goals. Services include:

Evaluation Services

- Vocational Evaluations: This evaluation assesses your strengths, academic achievements, work experience and job interests. Jobs and current labor market trends are discussed to identify employment options.
- Work Readiness: Multi-week program evaluating readiness for employment that looks at stamina, soft skills, and work accommodation needs. Recommendations for employment are made upon finishing the program.
- Career Navigation: Helps with job search or career transition.

Employment Services

- Job Seeking Skills Training: Prepares for job search with resume writing, interview skills, etc.
- Job Placement: Assists in job search and securement with short term supports once you have a job.
- Job Coaching: Short-term on-site job or virtual support.
- Job Retention / Extended Employment: Support to help keep employment.
- Job Analysis or Job Site Analysis (modifications)

Other Services Available

Your care team member may recommend another service to help with your job goal. The new service begins within 90 days of finishing your previous service and meets one or more of the following guidelines:

- You have met or exceeded the goals of your current service.
- You and your referral counselor choose to pursue other services and CKRI has funding approval.
- Your medical or personal needs require other services.
- You have been accepted into the new service.

Examples of other services may include:

- Assistive Technology (AT) Assessment and Training: hands-on assessment of AT and work accommodation options that may help you with your job goals.
- Knowledge Test Preparation for the MN Permit Test (driving): supports study and test taking skills for the MN driver knowledge /permit test.
- Post Secondary Navigation: assists students after high school by identifying and addressing challenges, reviewing goals, connecting with disability services (when available), promoting independence and success.

How we meet with clients:

- You can choose to meet in-person or virtually. Most vocational evaluation appointments need to be in-person at our CKRI-Golden Valley campus. Virtual meetings are an option for intakes, outcome meetings, extended employment, preplacement, placement, permit prep courses and post-secondary navigation.
- Services are typically offered Monday-Friday. Hours are typically 8 a.m. – 5 p.m. though may vary depending on the service.

Participation Guidelines:

Treat Vocational Services as an employment situation. Follow these guidelines:

- Make transportation plans for in-person appointments.
- Ensure you have the technology for virtual appointments.
- Check that CKRI has funding approval before services begin.
- Attend all appointments and arrive on time.
- Complete any “homework” given to you.
- Bring glasses or contact lenses, back supports, communication devices, mouth sticks, etc. that you may need.
- Speak with your care team member if your service plan is not working as expected.
- CKRI is a fragrance-free facility.
- Attend sessions alone. Exceptions may include others on your team for intake / ending meetings, a Personal Care Attendant (PCA) or Service Animal when applicable.
- Smoking/Vaping is not allowed inside CKRI and restricted outside on the grounds.
- Breaks will be scheduled into your appointments.
- Use electronic devices during break times unless part of your appointment services.
- Food/Drink: CKRI-Golden Valley has a cafeteria with limited hours and vending machines. You may bring your own lunch, snack, or drink. Access to a microwave is available.

CKRI's Vocational Services attendance expectations is as follows:

- Contact your CKRI Care Team Member at least 48 business hours (2 days) before your appointment if you need to cancel and reschedule. Without advanced notice, this is considered a late cancellation. We understand a 48-hour notice may not always be possible; you need to contact CKRI as soon as possible.
- Arrive on time for your appointment. Being more than 10 minutes late is tardy.
- We will notify your referral source of late cancellations, tardiness, or lack of participation.
- The third time you have a no show, late cancel or tardy, your services will be postponed until a meeting with you and your vocational care partners can be held to discuss your attendance and a decision is made about continuation of services.
- Behavior that could cause harm to yourself or others will risk your ability to participate in the service. This includes any suspicion of the use of illegal drugs or alcohol.

Intake

The intake meeting is typically a one-hour meeting with you, CKRI and other people on your care team so that we can work together to identify how our services may benefit you.

Individual Service Plan (ISP) Process

After your intake meeting, you will develop an ISP with your care team member. The ISP is a personalized plan to help you achieve your employment goals based on your interests, strengths and barriers to employment. It helps you and your care team know what the plan is and who is responsible for what parts.

The ISP includes:

- A list of your job goals.
- The steps to reach your goals and who is responsible for each step.
- A timeline for when to complete the steps.
- Input from you and your team (like a counselor, advocate, or family).
- Reviewing past reports or documents to understand your background.
- Identifying your strengths, needs, and preferences.
- A chance to ask questions and share what you hope to get from the services.

Your plan can be changed anytime if you, your team, or your referral source think it should be updated.

It's important you understand your plan and are comfortable with it, so speak up and ask questions!

When You Have a Job

Starting a new job can be exciting, but also a little stressful. It's okay to have questions about what your new employer expects. CKRI can still support you!

Here are some things to know when you start working:

- Your new employer will give you info about your pay, work rules, and benefits. If you're unsure, your Placement Specialist can help explain.
- If the job involves a union, your Placement Specialist can help you understand what that means and how to join if needed.
- You need to do your job well. If you need special tools or changes to help you work, talk about these before you start. CKRI can help you ask for accommodations. Another resource for assistance and advice is ADA-Minnesota (651) 603-2015 or toll-free (888) 630-9793 or ADAMinnesota@mcil-mn.org or TTY: MN Relay 711.
- If you discover you need more help later, talk with your boss or Human Resources (HR). Your Placement Specialist can support you in this process too.
- Every workplace has rules to keep everyone safe. Learn the safety rules at your job. If you're confused, ask your boss or Placement Specialist for help.

You can also check out CKRI's extended employment services for more support while working.

Discharge Planning Process:

Before your last appointment or if your service is discontinued, you and your care team member will develop a Discharge Plan.

Reasons for discharge may include:

- You finished your goals.
- You decide to stop the service.
- You aren't participating actively in your plan.
- Your funding ends.
- You're referred to a different service that fits your needs better.

The discharge planning process usually includes:

- A care team member explaining why your service is ending.
- A meeting to talk about your progress and what services might help you next.
- You and your counselor (if you have one) will get a summary of your progress and recommendations.
- Asking you to complete a survey which is included on the last page of this handbook.

Re-Entry to CKRI's Vocational Services:

If you stop services but want to come back later, you may be able to rejoin CKRI Vocational Services.

To re-enter, you must:

- Meet the health and safety rules for services.
- Still qualify for the services.
- Have a referral and funding approval from your funding source.
- Be ready and able to take part in your service plan.
- Have new goals that the services can help you reach.
- Meet any other items listed in your discharge plan.

You will need to go through the intake and planning steps again.

If you are returning to Employment Services and there's a waiting list, people who have recently lost a job may be seen first.

Your Rights and Responsibilities as a client of Allina Health:

You have certain rights and responsibilities as a patient. Your rights include receiving respectful care, knowing your care provider, having complete information about your treatment, and more. Your responsibilities include showing respect, providing accurate information, asking questions, following the care plan, and paying for charges related to your care.

More information

This is a summary of your rights and responsibilities. If you would like more information:

- ask your health care provider for a copy of the Minnesota or Wisconsin Patients' Bill of Rights
- visit the [Minnesota Department of Health's Web site](#) to download the Patients' Bill of Rights i
 - Office of Health Facility Complaints, P.O. Box 64970, St. Paul, MN 55164-0970
 - phone: 651-201-4201 or 1-800-369-7994
- visit the [Wisconsin Department of Health Services' Web site](#) to download the Patients' Bill of Rights
 - Client Rights Office, P.O. Box 7851, Madison, WI 53707-7851
 - phone: 608-266-9369

To access this information in other languages, go to Allina's website or ask your care team.

Mandated Reporters:

Hopefully, all people who witness or suspect maltreatment will report abuse. However, mandated reporters are a special group required to report suspected maltreatment. Maltreatment may include abuse, neglect, or financial exploitation of a vulnerable adult or minor. "Mandated reporter" means a professional who work in:

- Social services
- Law enforcement
- Education
- Direct care
- Licensed health and human services professionals (MS 214.01, subdivision 2)
- Employment in a licensed facility
- Medical examiner or coroner activities

Emergency Treatment Procedure:

If you have a medical emergency during your service, CKRI staff will follow emergency steps:

- They will call 911 and follow the site's emergency plan.
- They will try to contact the emergency people you listed.

You are responsible for any costs related to the emergency care or ambulance ride.

Volunteers within CKRI's Vocational Services:

CKRI volunteers go through a screening and interview process. If you have concerns about a volunteer, inform your CKRI staff member or the Director of Volunteer Services.

Disability Resources and Related Benefits

Getting a job can affect your disability benefits. This may include Social Security Disability Insurance (SSDI), Supplemental Security Income (SSI), or Medical Assistance.

There are rules about how much money you can make before your benefits change.

There are also programs that help you keep some benefits while working.

Your CKRI care team member can help you understand how your job and income might affect your benefits. Other resources to look at:

Social Security Administration

Sandra Burciaga, Work Incentive Liaison
1811 Chicago Avenue South
Minneapolis, MN 55404
1-800-772-1213

Minnesota Disability Law Center

430 First Ave. N, Suite 300
Minneapolis, MN 55401
(612) 334-5970
1-800-292-4150

MN Work Incentives Connection

553 Fairview Ave. N.
St. Paul, MN 55104
Metro: (651) 379-5800

Minnesota Department of Human Services Medical Assistance/Appeals and Regulations

444 Lafayette Road
St. Paul, MN 55155-3813
651-431-3600
651-431-2000 (no English)

Pacer Center

8161 Normandale Blvd.
Minneapolis, MN 55437-1044
(952) 838-9000 Voice
(952) 838-0190 TTY
1-800- 53-PACER toll-free in Minnesota
E-Mail: pacer@pacer.org

Minnesota Brain Injury Alliance

2277 West Highway 36, Suite 200
Roseville, MN 55113
(612) 378-2742
1-800-669-6442

Metropolitan Center for Independent Living, Inc (MCIL)

530 Robert St. N.
St. Paul, MN 55101
(651) 646-8342
(651) 603-2001 TTY

Minnesota Health Care (Medical Assistance)

Contact your County Agency or Medical Assistance
directly at:
651-297-3862 or 800-657-3672

Citizens Consortium of People with Disabilities (CCD)

1660 L Street NW, Ste 700
Washington D.C. 20036
(202) 783-2229
(202) 534-3731 Fax
E-Mail: Info@c-c-d.org

Client Grievance and Appeal Process:

If you have a concern or feel something isn't right, CKRI wants to help fix the problem.

Here's how to share a concern or file a complaint:

1. Talk to the care team member involved in the issue. If you're not comfortable doing that, or it doesn't help, move to the next step.
2. Talk to the Vocational Services supervisor. If that doesn't help within 5 business days, move to the next step.
3. Talk to or write to the Manager of Community Services. They can help bring everyone together to talk.
4. If that doesn't help within 5 business days, contact the [Patient Representative](#) at 1-888-425-5462. Writing it down is helpful but not required.
5. If you still need help or want someone to speak on your behalf, CKRI can connect you to advocacy services.

The Client Assistance Project (CAP)

The [CAP](#) is a statewide program that helps Minnesotans with disabilities who are having problems with the vocational rehabilitation system. Contact CAP at:

Phone: 612-334-5970 800-292-4150
TDD: 612-332-4688

Tennessen Warning (Minn. Statute 13.04, subd.2)

When an individual is asked to supply private or confidential data about themselves, the Minnesota Government Data Practices Act requires the individual to be informed of:

- Purpose for collecting the data
- Intended use of the data
- Whether the individual possessing the data may refuse or is legally required to supply the requested information
- Any known consequences arising from supplying the data
- Any known consequences arising from refusing to supply the data
- The identity of other persons or entities authorized by state or federal law to receive the data

The Tennessen Warning can be given orally or in writing.

It is the position of the Minnesota Department of Administration that the data may only be used following the notice or subsequent consent. Such notice is called a Tennessen warning (named for Robert Tennessen, senate author of the original Data Privacy Act).

COURAGE KENNY REHABILITATION INSTITUTE

Vocational Services

Consumer Survey

Share your experience with us

We value your feedback on your experience with Courage Kenny Rehabilitation Institute's Vocational Services.

Please scan the QR code below with your smartphone or smartdevice to complete a short survey. If you are unable to use the QR code or need assistance, please ask a staff member for help.

Your feedback is valued and will be reviewed by our team to help us improve our services.

Thank you in advance for your time and allowing us to provide you service.

000 FLEET 0120 00021 ALLINA HEALTH SYSTEM, TM A TRADEMARK OF ALLINA HEALTH SYSTEM.

Scan to complete
the Vocational Services Survey

Vocational Services Client Survey

