

# LIFE PURSUITS

FINANCIAL MANAGEMENT SERVICES EDITION

VOLUME 06 | WINTER 2017



# Lifeworks

A nonprofit serving  
people with disabilities

**SUPPORTING INDIVIDUALS  
WHO DIRECT THEIR OWN  
SERVICES.**



## DEAR FISCAL AND IN-HOME SERVICES FAMILIES,

As we near the end of 2017, Lifeworks would like to communicate departmental changes coming with the New Year and introduce Ceallaigh Estep and Alicia McCallum as the managers for Fiscal and In-Home Services.

Ceallaigh and Alicia both began overseeing self-directed services at Lifeworks in March of 2017 and they have had the pleasure of meeting and speaking with so many of you already!

Lifeworks is extremely excited about 2018 and some of the positive changes the organization is making to better support and partner with your self-directed services.

As always, if you have any questions or concerns, please don't hesitate to contact us via email or by calling Lifeworks at 651-454-2732.

Respectfully,

**Lisa Zaspel**  
Vice President of Services

## EMPLOYEE HIRING REQUIREMENTS

We'd like to remind everyone that new employees cannot begin work until they have completed the hiring process. Lifeworks will notify the managing party once all contingencies have cleared.

The contingencies required are:

- DHS background study and fingerprinting clearance
- Driving record check
- Eligibility to work in the USA
- Completion of all hiring paperwork
- Training requirements as determined by service type



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## OVERTIME ANNOUNCEMENT

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Beginning January 1, 2018, PCA Choice participants will *no longer be able to schedule staff for overtime.*

Managing parties across all services provided by Lifeworks are required to stay within 40 hours per week for each employee's schedule. Please adjust employee schedules to accommodate staffing concerns, completion of new hire and annual training, and other factors to ensure overtime is not accrued.

## VERIFICATION OF IDENTITY

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In an effort to better protect the personal and private information of Lifeworks participants, we have begun implementing a new process of verifying your identity.

When you call or stop in to Lifeworks, our staff will verify your full name that is on our records, in addition to three of the following pieces of information:

- ID or CRM number of the caller
- The last four digits of the employee's SSN
- Date of birth for the caller or the person served
- Email address on file for the caller
- The date of the employee's last paycheck
- Who the employee works for (individual – if applicable)
- PMI number for the person served
- Address on file for the caller or person served

This procedure is being implemented by all departments to ensure we keep your personal information secure. Thank you for understanding the importance of protecting this information.

## AGE REQUIREMENTS

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Effective January 1, 2018, the hiring age requirements for the PCA Choice and Personal Support and Respite services will change. All new referrals for employment must be **18 years of age or older.**

For current employees in these programs who are under 18 years of age, your Lifeworks service coordinator will be contacting you directly to discuss this change.

## CHANGES TO TIME SUBMISSION AND DISTRIBUTION OF MANUAL CHECKS

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Beginning January 1, 2018, payroll will be changing the timecard deadline to **noon on Monday.**

The first payroll in 2018 affected by this change will be Monday, January 8, 2018. Please ensure all time is submitted and approved by **noon.**

In conjunction with this change, manual paychecks will no longer be issued for late time submission by the managing party.

Lifeworks will not be processing manual checks for the last payroll cycle on December 29, 2017. This is to ensure we have time to prepare employee tax information for 2017.

The 2018 payroll calendar can be found on the Lifeworks website, [lifeworks.org/fiscal-support/forms/](http://lifeworks.org/fiscal-support/forms/)

## CUSTOMER SURVEY RESULTS

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In the fall of 2017, we sent out a survey to our Fiscal and In-Home Services families asking for input about how we can improve our services as well as what we are currently doing well.

Here are some highlights:

- **85 percent** of respondents said they agreed or strongly agreed that the person that they talked to listened carefully to understand the reason for their call
- **87 percent** of respondents said they agreed or strongly agreed that the person they talked to was able to direct them to the appropriate Lifeworks staff member
- **83 percent** of respondents said they agreed or strongly agreed they are satisfied with the support they receive from their Lifeworks service coordinator

Thank you to everyone who took the time to fill out the survey. It is a tremendous help to us as we work to provide the best experience possible.

## ABOUT LIFEWORKS

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Lifeworks is a nonprofit organization founded in 1965 by parents of children with disabilities. Through Financial Management Services, Employment, and Day Services - as well as through partnerships with nearly 300 businesses - Lifeworks provides support to 2,500 individuals with disabilities and their families throughout the Twin Cities and greater Mankato area.