



Meridian
SERVICES

CASE MANAGEMENT RESOURCE GUIDE- 2021

- EMPLOYEE NAME:
- ORIENTATION DATE:
- PROGRAM:
- BUILDING:
- SUPERVISOR:

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ORGANIZATION OVERVIEW

It was the late 1970's, and a new concept was becoming a reality. People with developmental disabilities, who had been put away in state institutions for decades, were beginning to have the opportunity to live in the community and to lead as normal and as independent a life as possible.

Our organization began at that time when Marya Hage helped two women successfully to live the lives they wanted to live. Marya was one of the pioneers in this field, a part of the creation of the services that people with disabilities would receive for decades to come, designed to help them to achieve independence. As a result of her success helping these two women to live in the community, as well as her success in doing the same for others who followed, she founded Meridian Services in January 1980.

Meridian Services has grown in the years to become an organization of companies providing services in Minnesota and across the United States. Meridian Services is now significant provider of Residential Services, Case Management Services, and a wide range of Fee for Service programs, including In-Home Services, Independent Living Services and Semi-Independent Living Services. Zenith Services is a provider of Vocational Services and Orion Associates provides Management Services. Orion Intermediary Services Organization was founded to provide Financial Management Services in Minnesota while Morning Sun Financial Services was founded to provide those same services in Utah, Colorado, Oklahoma, Alabama, Tennessee and Ohio. In addition, the organization includes Headwaters Relief Organization, an international non-profit organization provide a wide range of disaster relief.

While the organization has grown significantly over the years, when we remain at heart a business with the same, simple mission ... to help the people we serve to lead as normal and as independent a life as possible. If you, as a new member of our organization, strive to help us to continue with this mission with the people with whom you will be working, you'll be doing exactly what we would ask of you.

Welcome!

Stephen Hage
Chief Administrative Officer



To learn more about the organization & to view the Leadership Team, visit:
<https://www.meridiansvs.com/about-us/>

1 ORGANIZATION → 6 COMPANIES



Provides: Management services for other companies in the organization. In addition, the Little Stars childcare center operates under Orion Associates



Provides: Case management services, Residential services, Respite services, In-Home services, Supervised living services (SLS), Independent living skills (ILS), Semi-Independent living services (SILS), and Psychological services.



Provides: Vocational services for adults with disabilities through job placement, custom services, and day programs. Zenith Services is a 501(C)(3) nonprofit organization.



Provides: Financial management services (FMS) for consumer directed community supports (CDCS), personal supports, and/or consumer support grants (CSG) for individuals in Minnesota.



MORNING SUN

Provides: Financial management services (FMS) for consumer directed community supports (CDCS), personal supports, and/or consumer support grants (CSG) for individuals nationwide in states such as Alabama, Colorado, Louisiana, Oklahoma, Tennessee, and Utah.



Provides: Disaster relief services by supporting the emotional and the housing needs of communities ravaged by disaster. Headwaters is a 501(C)(3) nonprofit organization.

LOCATIONS

Golden Valley West Office (GVW)

9400 Golden Valley Road

Golden Valley, MN, 55427

Program Management, Finance, In-Home
Services, Little Stars Daycare, Headwaters
Relief Organization



Golden Valley East Office (GVE)

820 Lilac Drive North

Golden Valley, MN, 55422

Human Resources, Recruiting, Training,
Case Management, Orion ISO



Hopkins Office (HOP)

541 2nd Ave South

Hopkins, MN, 55343

Zenith Services Vocational Day Program, Case
Management



Main Line: 763-450-5000



CHIEF ADMINISTRATIVE OFFICER Stephen Hage 763-450-5004 shage@orionasso c.net	CHIEF OPERATIONS OFFICER Cheryl Vennerstrom 612-239-3768 cherylvennerstrom@orionasso.net	EXECUTIVE ADMINISTRATOR HUMAN RESOURCES Angela Cavalier 763-450-5018 acavalier@orionasso.net	EXECUTIVE ADMINISTRATOR CASE MANAGEMENT Leann Thompson 952-767-4032 lthompson@orionasso.net	DIRECTOR OF TRAINING CASE MANAGEMENT Michelle Stiles 612-400-6738 mstiles@meridiansvs.com
DIRECTOR OF TRAINING MERIDIAN Jason Hoffrogge 763-450-5029 jhoffrogge@orionasso.net	TRAINING SPECIALIST Patrick Paschke 612-400-6415 ppaschke@orionasso.net	DIRECTOR OF PAYROLL (Mer/Zen) Michelle Dionne 763-450-7903 mdionne@orionasso.net	PAYROLL SPECIALISTS mer- payroll@meridian svs.com	OFFICE MANAGER Joy McLaughlin 763-450-7902 jmlaughlin@orionasso.net
HR DIRECTOR OF BENEFITS AND ONBOARDING Andrea Seurer 763-450-5057 aseurer@orionasso.net	HR DIRECTOR OF RISK MANAGEMENT Andrea Hagen 763-450-5008 ahagen@orionasso.net	HUMAN RESOURCES GENERALIST Toni Bahl 763-450-5003 tbahl@orionasso.net	HUMAN RESOURCES GENERALIST Emilie Froidcoeur 612-400-6760 efroidcoeur@orionasso.net	HUMAN RESOURCES GENERALIST Amanda Yang 612-400-6427 kyang@orionasso.net
EMPLOYEE ASSISTANCE PROGRAM (EAP) https://www.unum.com/employee-services/life-balance	EMPLOYEE BENEFIT GUIDES https://www.meridiansvs.com/benefits/	EMPLOYEE SUGGESTION BOX https://www.meridiansvs.com/suggestion-box/	EMPLOYEE RESOURCE CENTER https://www.meridiansvs.com/resource-center/	EASE PORTAL MERIDIAN SERVICES https://meridianservices.ease.com/
LEARNDASH LOGIN https://www.orionasso.net/login/	MAIN PHONE LINE 763-450-5000			

IMPORTANT INFO/LOGINS



ease

- **Ease Benefits Portal**
- **Website:** meridian.services.ease.com
- **Call Center:** 1-844-492-5026
- **Hours:** Monday to Friday, 8:00 AM to 5:00 PM



- **LearnDash Account**
- **Website:** <https://www.orionassoc.net/login/>
- **Login:**
- **Password:**



- **Security Pin**
- **Pin Number:**
 - Your pin number is unique to you and should not be shared.
 - The pin number issued to you will allow you to arm/disarm the alarm at Corporate Offices.
 - Your Employee ID badge is your form of identification, and a fob to grant you access to different areas within the Corporate Offices and to print
 - If you have questions or need support, please contact **Joy McLaughlin, Office Manager**.

HUMAN RESOURCES



A. FULL TIME EMPLOYEES

INITIAL BENEFIT ENROLLMENT:

- Full-time employees are eligible for our benefit package after working a full calendar month. See the next page for full details on the benefit package offered.
- The employee will receive a registration email to the Ease Benefits Portal website about 1 month before the eligibility date.
 - HR will also notify the employee of when they may sign up/opt out of benefits, and the deadline to sign up/opt out of benefits.
- To enroll or to waive, the employee must log onto the Ease Benefits Portal Website
 - If you need assistance with logging in, a password reset, or with questions about the benefits offered, please contact a Human Resources Generalist
 - After that, the employee can try contacting the Ease Call Center at 1-844-492-5026 (Hours are M-F, 8 AM to 5 PM).
- If the employee wishes not to enroll for benefits, they must opt out.
 - If the employee opts out, they will not be eligible for benefits until the next open enrollment period, or if there is a qualifying life event.
- Direct care staff that work at programs located in the City of Minneapolis qualify for Minneapolis Safe and Sick Time. For more information, visit:
<https://www.meridiansvs.com/resource-center/>

QUALIFYING LIFE EVENTS:

- Only employees with a qualifying life event are eligible for benefits outside of an open enrollment period.
- Employees may enroll in benefits or change benefit elections if there is a qualifying life event. This allows for a special enrollment period that lasts 30 days from the date of the qualifying life event.
- Qualifying life events include:
 - Marriage, divorce, or legal separation
 - Birth or adoption of a child
 - Loss of coverage
 - Turning 26 years old and losing coverage under parent's plan
 - Status change (part-time to full-time)
- If there is a qualifying life event and the employee enroll in benefits, the benefits will begin on the 1st of the month following 30 days of the qualifying life event.

HUMAN RESOURCES



A. BENEFITS

Original Eligibility Date: _____

- Health Insurance - Medica
 - Passport Plan: A broader network has a broader network of doctors and clinics to choose from
 - Elect Plan: A narrow network has a smaller network of doctors and clinics to choose from
- Dental Insurance - Principal Premier Dental
- Vision Insurance - Unum
- Flexible Benefit Plan(s) - Alerus (HSA or FSA Account(s))
- Basic Life Insurance - Unum
- Short Term Disability - Unum
- Supplemental Insurance - Colonial Life
 - Voluntary Short Term disability, Accident insurance, Hospital Confinement insurance, Whole Life insurance, Specified Disease insurance
- 401(k) Retirement Savings Plan - Principal Financial

Eligible Upon Hire:

- Pet Insurance - Nationwide Insurance
- Employee Assistance Program (EAP) - Unum
 - Paid Time Off (4.31 hour per pay period for employees who have worked 0-2 years)
- 7 paid holidays (depending on position and program)



To view Benefit Guides online, visit:

<https://www.meridiansvs.com/benefits/>



To access your Ease Benefit Portal, visit:

Meridianservices.ease.com

HUMAN RESOURCES



B. PART TIME EMPLOYEES

All Part-Time Employees:

Original Eligibility Date: _____

- 401(k) Retirement Savings Plan - Principal Financial

Eligible Upon Hire:

- Pet Insurance - Nationwide Insurance
- Employee Assistance Program (EAP) - Unum

Part Time employees who work 30-35 hours per week:

- Eligible for Health and Dental Insurance.
- If you fall within this window, you will be notified by HR via email with enrollment information.

Part Time employees who work 20 hours or more per week:

- Eligible for Colonial Life Supplement plans.
- Please contact HR if you are interested in enrolling in any of the following:
 - Short-term Disability Plan
 - Accident Plan
 - Hospital Confinement Plan
 - Critical Care Plan
 - Whole Life Plan

Reminders:

- Benefits begin on the first of the month following 30 days of eligible employment with the company.
- Enrollment, changes, and cancellations for most plans are limited to your initial benefit eligibility period or our annual open enrollment period unless you have a qualifying life event such as marriage, divorce, birth, loss of other coverage, a job status change, or other life events.

COMMON TERMS

INSURED

You- the person covered by the insurance policy

DEDUCTIBLE

The amount you owe for certain covered services during a benefit period before your insurance begins to pay

COPAYMENT

A fixed dollar amount you may pay for a service at the time you receive it

COINSURANCE

The part of the medical bill you pay for services after the deductible is met

CLAIM

A bill for health care services that your healthcare provider turns in to the insurance company for payment



INSURER

The insurance company you have insurance through that is assuming the risk

PREMIUM

The dollar amount you owe every month to keep your health insurance current

OUT-OF-POCKET LIMIT/MAXIMUM

The total amount you will every pay during a given benefit period (usually one year) for medical services, outside of your monthly premium

EXPLANATION OF BENEFITS (EOB)

A summary of your benefits applied to your claim. You receive this after your claim has been submitted.

BILL

A summary of medical charges incurred from a provider visit. You typically receive this after an EOB.

ORION ONLY



Health Insurance Marketplace
GRAVIE

800.501.2920 | gravie.com



Health Insurance Company

Every Orion Employee selects their own plan and insurance company via Gravie

MERIDIAN ONLY



Health Insurance

MEDICA- CHOICE PASSPORT

952.945.8000 | mymedica.com



Employee Assistance Program

MEDICA- OPTUM

800.626.7944 |

medica.com/wellness/employee-assistance-program

Only for Employees insured through Medica

ORION + MERIDIAN



401(k) Retirement Savings Plan
PRINCIPAL FINANCIAL GROUP

800.986.3343 | principal.com

ZENITH ONLY



Health Insurance
PREFERREDONE

763-847-4477 | www.PreferredOne.com



Simple IRA Retirement Plan
PRINCIPAL FINANCIAL GROUP

800.986.3343 | principal.com

ALL COMPANIES



Dental Insurance

PRINCIPAL FINANCIAL GROUP

800.554.3392 | principal.com



Vision Insurance

UNUM- STARMOUNT

866.679.3054 | unumvisioncare.com



Flexible Benefit Plan(s)

ALERUS

FSA | 800.495.4015 | alerusrb.com

HSA | 877.661.4727 | alerusrb.com



Life Insurance, Short-Term Disability & Voluntary Life Insurance

UNUM

800.438.6388 | unum.com/employees



Employee Assistance Program

UNUM

800.854.1446 |

unum.com/employees/services/life-balance



Supplemental Insurance

COLONIAL LIFE

Voluntary Short-term Disability, Accident Plan, Medical Bridge 3000/ Hospital Confinement Plan

800.325.4368 | coloniallife.com



Pet Insurance

NATIONWIDE

877.738.7874 |

petinsurance.com/meridiansys

TYPES OF CARE

PREVENTATIVE CARE

Preventive care includes things such as regular check-ups, screenings and immunizations. This type of care may also help you catch health problems before they become serious. Preventative care is typically performed by a Primary Care Provider (PCP).

PRIMARY CARE

General medical care that is provided directly to a patient without referral from another physician. It is focused on preventive care and the treatment of routine injuries and illnesses. A Primary Care Provider (PCP) can include: Physician (M.D or D.O), Nurse Practitioner (NP), Clinical Nurse Specialist, or Physician Assistant (PA).

VIRTUAL CARE

Also known as telemedicine: This is where a provider communicates via live video, audio, and/or instant messaging to address a patient's concerns and diagnose their condition remotely. Patients can access this care anytime, anywhere!

URGENT CARE

Care centers that are open during normal business hours for illnesses, injuries, or conditions with moderate symptoms that require attention. This is a good option if you can't get in to see your PCP right away, but need to be seen for a non life-threatening reason.

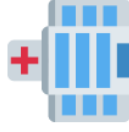
EMERGENCY CARE

Care centers that are open 24/7 for illnesses, injuries, or conditions with severe symptoms that require immediate attention that could lead to serious injury or death if left untreated.

A HEALTH CARE JOURNEY



Jane doesn't feel well. She decides to make an appointment with her **Primary Care Provider (PCP)**.



When Jane checks in at her appointment, she may have to pay a **copay** (depending on the plan).



Jane needs an x-ray. If she has met her **deductible**, she may owe a coinsurance. If she hasn't met her **deductible**, she pays for the service.



Jane receives the treatment she needs, and the **Primary Care Provider (PCP)** submits a claim to her insurance company.



If Jane has met her **out-of-pocket maximum**, she won't owe anything for covered services for the rest of the plan year. Insurance will pay 100% of **in-network** covered services.

If Jane has not met her **out-of-pocket maximum**, she will owe the remainder of the cost of services after insurance is applied. She will receive an **Explanation of Benefits (EOB)** from her insurance company, and a **bill** from the healthcare provider.



All information & content in this flyer is for informational purposes only and are not intended to serve as a substitute for the consultation, diagnosis, and/or medical treatment of a qualified physician or healthcare provider.

WHERE SHOULD I GO?

EMERGENCY CARE

Jane has a deep cut that is bleeding and may require stitches



URGENT CARE

Jane suspects she may have a urinary tract infection, and couldn't get an appointment with her Primary Care Provider

VIRTUAL CARE

Jane has some mild cold symptoms and a runny nose, but no fever



PREVENTATIVE CARE

Jane wants to get her yearly physical with her Primary Care Provider



EMERGENCY CARE

Jane has been vomiting all night, and has severe stomach pain



PRIMARY CARE

Jane would like to talk to her Primary Care Provider about getting her cholesterol checked



Deciding whether you need emergency care or urgent care can be confusing at times. Remember 2 things: How soon do you need medical care? Is your situation a life-threatening one?



EMPLOYEE ASSISTANCE PROGRAM (EAP)

Resources

Assessments, Online Courses, Disaster Preparedness articles & checklists, Medical Bill Saver, Budgeting Calculators, Locators, Savings Center - Perks at Work, "Live Chat", and more.

Webinars

Access past and current Webinars on topics such as Budgeting Basics, Better Health, Estate Planning, Mindfulness, Resilience, and more.

Emotional Wellbeing

Resources covering issues such as Abuse, Addiction, Anxiety, Depression, Grief, Stress, Suicide, and more.

Personal Growth

Tools to help in the areas of Communication, Personal & Professional Development, Leadership, Interpersonal Skills, and more.

Relationships

Access to resources to assist with Parenting, Caregiving, Grief and Loss, Self-care, interpersonal relationships, college life, and more.

Financial

Information and resources on Budgeting, Debt, Bankruptcy, Estate & Retirement, Investing, Taxes, and more. Interactive calculators available.

Legal

Topics covering Contracts, Bankruptcy, Divorce, Custody, Real Estate, Wills & Estates, and more. Access to the most commonly used forms.

Health

Access to resources to help better understand your general health and wellbeing. 13 assessments available.

Addiction

Resources to help a loved one through addiction such as Commonly Abused Drug Chart, Substance Abuse Treatment Facility Locator, and more.

Financial Fitness Center

Education and information that will help you accomplish financial goals. The Financial Fitness center can help with personal finance, savings and investment, and more.

Personalized Legal Center

State specific templates for creating wills, power of attorney, trusts, estate planning, and more. All legal forms and documents have been created by credentialed attorneys.

Mindfulness

Use these resources to activate your awareness, connect with your inner self and engage the strengths you've already developed to overcome every challenge.

EAP ACCESS INFORMATION:

- Call: 800-854-1446
- Online: <https://www.unum.com/employees/services/life-balance>
- To access some materials online, you may need to create an HealthAdvocate account

**Check it
out!**

HUMAN RESOURCES



B. FMLA, LEAVE OF ABSENCE (LOA), AMERICANS WITH DISABILITIES ACT (ADA), WORKER'S COMPENSATION

- For assistance with any of these item(s), please inform your supervisor
- For any questions regarding these items or to request accommodations, please contact: Andrea Hagen, Senior HR Generalist
- **Family Medical Leave Act (FMLA):** job-protected, unpaid leave for qualified medical and family reasons.
 - Qualified medical and family reasons include: pregnancy, adoption, foster care placement of a child, personal or family illness, or family military leave
- **Leave of Absence:** a period of time that one must be away from one's primary job, while maintaining the status of an employee.
 - All leaves of absences that do not qualify under FMLA must be approved by the primary chain of command.
- **Americans with Disabilities Act (ADA):** Reasonable accommodation is any change or adjustment to a job or work environment that permits a qualified applicant or employee with a disability to participate in the job application process, to perform the essential functions of a job, or to enjoy benefits and privileges of employment equal to those enjoyed by employees without disabilities.
- **Workers Compensation:** Insurance that provides medical and wage benefits to people who are injured or become ill at work.

HR DIRECTOR OF
RISK MANAGEMENT

**Andrea
Hagen**
763-450-5008
ahagen@orionas
soc.net

HUMAN RESOURCES
GENERALIST

**Toni
Bahl**
612-400-6427
tbahl@orionasso
c.net

REPORTING RESOURCES



Maltreatment of a Vulnerable Adult or Child

Report to any of the following:

- Supervisor or anyone in your chain of command
- Chief Administrative Officer, Stephen Hage
- Minnesota Adult Abuse Reporting Center/MAARC at 844-880-1574
- Child Abuse Reporting 651-431-6600

All reports of Maltreatment will be reviewed internally by our Quality Assurance Administrator.

QUALITY
ASSURANCE
ADMINISTRATOR

Sherry Smith
763-450-7915
ssmith@meridiansvs.com

Harassment and Discrimination

Report to the Human Resources Department.

EXECUTIVE
ADMINISTRATOR
HUMAN RESOURCES

Angela Cavalier
763-450-5018
acavalier@orionassoc.net

HR DIRECTOR OF
ONBOARDING AND
BENEFITS

Andrea Seurer
763-450-5057
aseurer@orionassoc.net

CHIEF
ADMINISTRATIVE
OFFICER

Stephen Hage
763-450-5004
shage@orionassoc.net



For more information on company policies, visit:
<https://www.meridiansvs.com/manuals/>

VOLUNTEER POLICY



- The concept of volunteerism is a foundational principle of the organization.
- It is a job expectation for all management and administrative staff to volunteer in the community, at least once during every year of employment.
- In order to facilitate and encourage volunteerism, the organization provides management and administrative staff with up to sixteen (16) hours annually out of their regular weekday schedules to be involved in volunteer activities.
- Once you have completed a volunteer activity, you will need to complete a Record of Volunteer Hours Jotform.
- **VOLUNTEER OPTIONS:**
- (1) Company Selected Volunteer Events: The company will select three to four volunteer activities in which a group of employees can participate together, with the approval of the Officers. They will be scheduled for specific times and places.
 - Hours Exception: Hours volunteered through for Company Selected Volunteer Events do not count towards the sixteen (16) hours allotted in this policy. These hours volunteered are granted in addition to those available for other volunteer activities.
- (2) Individually Selected Volunteer Events: Eligible employees may volunteer individually for organizations of their own selection. These volunteer opportunities would also be approved by the Officers, but could then be scheduled at the individual's convenience.
 - Exclusion: Many employees are already involved in volunteer activities, including volunteering with their own churches, their children's schools or activity programs, or volunteering to support their own hobbies. While the organization considers these to be legitimate volunteer activities and will count them towards our organizations' goal of volunteer participation, these are not activities for which one can be compensated or otherwise receive financial support. The program's goal is to encourage volunteerism in new and different areas.

VOLUNTEER POLICY



- (3) Donating Blood and Bone Marrow: Eligible employees may use their volunteer hours for the purpose of donating blood or bone marrow, including appointments related to the donation of bone marrow. Volunteer time off for these purposes must be approved in advance by an employee's supervisor.
- **COMPENSATION:**
 - The organization will financially support volunteer activities providing for there to be no effect on an employee's salaries or hourly wages during the pay periods in which the employee volunteers.
 - Salaried Employees: Salaried employees will receive their full salaries for pay periods that include volunteer hours.
 - Hourly Employees: Hourly employees will receive their full hourly wage for volunteer hours in which they engage in volunteer activities, exactly equal to the number of hours they would have worked on any given day in which they engage in volunteer activities.
 - No Additional Compensation: Volunteer work done on weekends, holidays, "after hours" in the case of hourly employees, or other days off, do not result in any additional compensation, including, but is not limited to, comp days.
- **REQUIRED:**
 - Volunteering is a job requirement. There is an expectation that every management and administrative employee will be involved in one or more volunteer activities, annually, whether they are group or individual activities.
 - Supervisory Approval: All volunteer activities are allowed subject to and allowed only with supervisory approval. A supervisor has full discretion to deny or delay an employee's participation in any volunteer activities, if they determine that it is in the best interests of the organization and/or their program to do so.



Record of Volunteer Hours Jotform:

<https://form.jotform.com/91273806084156>

PAYROLL



- An employee may contact the Payroll department with questions regarding, but not limited to:
 - Paycheck(s)
 - Pay stub(s)
 - Payroll and/or expenses
 - Tax information
 - Rates of Pay
 - Supplemental Pay
 - Form W4 & withholding changes
 - Form W2
 - Name change(s)/update(s)
 - Pay deductions
 - Direct deposit
 - Rapid Pay Cards
- The attached payroll schedule shows pay period start and end dates, timesheet due dates, and pay dates.
- Pay periods are bi-weekly, and go Sunday through Saturday.
- Employees are paid biweekly, every other Friday.

PAYROLL SPECIALISTS

mer-
payroll@meridians
vs.com

2021 Payroll Schedule

Bi-Weekly Payrolls

Orion Associates-Meridian Services-Zenith Services

Pay Period Start Date	Pay Period End Date	Timesheets Due Date to Supervisor	Pay Date
December 20, 2020	January 2, 2021	January 4, 2021	January 15, 2021
January 3, 2021	January 16, 2021	January 18, 2021	January 29, 2021
January 17, 2021	January 30, 2021	February 1, 2021	February 12, 2021
January 31, 2021	February 13, 2021	February 15, 2021	February 26, 2021
February 14, 2021	February 27, 2021	March 1, 2021	March 12, 2021
February 28, 2021	March 13, 2021	March 15, 2021	March 26, 2021
March 14, 2021	March 27, 2021	March 29, 2021	April 9, 2021
March 28, 2021	April 10, 2021	April 12, 2021	April 23, 2021
April 11, 2021	April 24, 2021	April 26, 2021	May 7, 2021
April 25, 2021	May 8, 2021	May 10, 2021	May 21, 2021
May 9, 2021	May 22, 2021	May 24, 2021	June 4, 2021
May 23, 2021	June 5, 2021	June 7, 2021	June 18, 2021
June 6, 2021	June 19, 2021	June 21, 2021	July 2, 2021
June 20, 2021	July 3, 2021	July 5, 2021	July 16, 2021
July 4, 2021	July 17, 2021	July 19, 2021	July 30, 2021
July 18, 2021	July 31, 2021	August 2, 2021	August 13, 2021
August 1, 2021	August 14, 2021	August 16, 2021	August 27, 2021
August 15, 2021	August 28, 2021	August 30, 2021	September 10, 2021
August 29, 2021	September 11, 2021	September 13, 2021	September 24, 2021
September 12, 2021	September 25, 2021	September 27, 2021	October 8, 2021
September 26, 2021	October 9, 2021	October 11, 2021	October 22, 2021
October 10, 2021	October 23, 2021	October 25, 2021	November 5, 2021
October 24, 2021	November 6, 2021	November 8, 2021	November 19, 2021
November 7, 2021	November 20, 2021	November 22, 2021	December 3, 2021
November 21, 2021	December 4, 2021	December 6, 2021	December 17, 2021
December 5, 2021	December 18, 2021	December 20, 2021	December 30, 2021
December 19, 2021	January 1, 2022	January 3, 2022	January 14, 2022
January 2, 2022	January 15, 2022	January 17, 2022	January 28, 2022

Holidays

January 1, 2021
April 4, 2021
May 31, 2021

July 4, 2021
September 6, 2021
November 25, 2021
December 25, 2021

TRAINING

A. REQUIRED TRAINING CLASSES- HUMAN RESOURCES

- **Welcome to the Organization:** A welcome and history of our organization.
- **Important Field Issues:** This class teaches staff “best practices” for working in the field of developmental disabilities. This training class discusses many of the subjects that are required by the 245D standards. The instructor will discuss the principles of these subjects: Person-centered thinking, providing active treatment, community integration and involvement, individual service rights, documentation, and incident reporting.
- **Boundaries in the Workplace:** The dual expectations of developing a close working relationship with a consumer and maintaining a professional distance with a consumer often produces boundary issues that can lead to long-term, detrimental effects. This class helps staff to understand and identify boundary issues that can occur in working with individuals who have developmental disabilities and their families. Participants will also learn how to maintain these boundaries while having a respectful working relationship.
- **MN Maltreatment Laws:** This class is designed to train both direct support and management staff on the legal requirements of three critical laws that apply to many human service programs in the state of Minnesota. The instructor will work with the group to assure that they understand: the definition of maltreatment, responsibilities of staff to protect and report maltreatment, how to report maltreatment, practice writing a maltreatment report, behavior interventions that are prohibited by the state of Minnesota, alternative interventions that are allowed, regulations regarding the use of emergency restraints, and regulations regarding the use of Positive Support Transition Plans.
- **Minimizing the Risk of Sexual Violence Towards Individuals with Disabilities:** In the 2020 Legislative Session, the State of Minnesota passed the requirement for staff to be trained on strategies to minimize the risk of sexual violence. This training will satisfy those requirements.
- **Positive Supports Core Training:** This is a 4 hour online training designed to fulfill the requirements of the core training for the Minnesota Positive Supports Rule. This training is designed to give all staff a basic understanding of the principles of positive supports and how to assist people with disabilities with proactive and responsive solutions to interfering behaviors.

TRAINING



B. ADDITIONAL TRAINING REQUIREMENTS- CASE MANAGEMENT

- **2 Day Person-Centered Thinking Training:** Person-Centered Thinking training is two days of interactive training for acquiring and practicing effective person-centered thinking skills, centered on how to discover and balance what is important to and what is important for a person. These approaches respectfully address issues of health and safety, from a variety of perspectives while empowering the people served to maintain control and a sense of being listened to. Participants learn to write a Person-Centered Description.
 - This training is designed for staff at all levels in an organization as well as individuals who receive support and families. It is especially relevant for full-time staff who continually interact with the people served and for supervisory staff.
- **Case Noting 101 Training:** This training focuses on the requirements and expectations to writing effective case notes. Best practices, examples, and company expectations are addressed.
- **Safety Training:** This seminar gives an outline of signs where heightened alertness may necessary, types of risk factors, safety precautions, and safety protocols that may be put into place while working in the community. It also reviews what to do and how to report if there is ever an incident. Finally, the training goes over different support resources that the company offers.
- **Meridian Services Training Department & LearnDash**
 - Additional trainings are offered throughout the year by the Training Department. Employees can view course listings online using the link below.
 - LearnDash accounts are created and managed by the Training Department. An employee can complete online training(s) and can print class certificates from their LearnDash account.
 - If you have any questions regarding your account or need assistance with logging in, contact Jason Hoffrogge (Director of Training) or Patrick Paschke (Training Specialist).



To view a complete listing of courses offered, visit:

<https://www.orionassoc.net/course-listing/>



To log onto your LearnDash account, visit:

<https://www.orionassoc.net/login/>

TRAINING



C. OTHER TRAINING OPPORTUNITIES

TRAINING AND EDUCATION OPPORTUNITIES

- Company Paid and Provided Individual and Group LSW Supervision
- Reduced-fee Masters' Supervision
- **MSSA Conference:** Meridian Services pays for each Case Manager's annual Membership to Minnesota Social Services Association (MSSA)'s annual conference in Minneapolis. This 3 day event allows those in attendance to attend a variety of educational sessions covering a broad spectrum of topics. Up to 20 CEU's can be obtained over the 3 day conference each year.
- **Lunch & Learns:** These monthly educational topics take place during the lunch hour as an opportunity to learn and socialize. Topics vary but focus on relevant topics to the Human Services field as well as those useful in a professional workplace.

TEAM TRAINING OPPORTUNITIES

- **In-Depth Contract Specific Training:** Hands on and in-depth contract specific training from supervisors and members on the same team to learn the ins and outs of the role and the contract in which each Case Manager is contracted. The details of the process will vary from one team to the next. Checklists and training aides will be provided by each team.
- **Shadowing and Mentor Training:** This training opportunity is provided to all new Case Managers as they are learning the role and expectations. Existing CM's and supervisors on the team will invite or schedule new Case Managers to shadow them out in the community as they visit and attend meetings with their clients and members. This hands-on training approach allows new Case Managers to see the many different styles, organizational systems, and approaches that can be successful in the role. This type of training is also offered as new CM's progress into the role to allow others to shadow them and support them during their first community visits and opportunities to lead their own meetings.
- **Ongoing Training and Support:** The Case Management department is split into 9 different teams serving contracts across various counties and managed care organizations. The team structure of our department allows for face-to-face personable, and available support and encouragement through the course of employment.

REFERRAL PROGRAM

REFERRAL PROGRAM



- Meridian Services, Orion Associates, and Zenith Services are always looking for caring and qualified employees to support the work we do- and you can help!
- Case Managers are eligible for (2) separate bonuses.

General Referral Bonus

- If you know someone who would be a great addition to the company, and meets qualifications for our positions, refer them and you can earn a referral bonus.
- If you refer someone and they are hired for employment, you will receive \$175.00 in two increments:
 - After your referral reaches 60 days of employment, you will receive \$50.00
 - After your referral reaches 6 months of employment, you will receive \$125.00

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