

**STATE OF MINNESOTA**  
**Department of Employment and Economic Development**  
**332 Minnesota Street, Suite E200**  
**St. Paul, MN 55101**

**PROFESSIONAL AND TECHNICAL SERVICES MASTER CONTRACT**

This master contract is between the State of Minnesota, acting through its Department of Employment and Economic Development ("State") and

Resource, Inc  
MRC  
1900 Chicago Ave  
Minneapolis, MN 55404-1903

("Contractor").

**Recitals**

1. Under Minnesota Statute § 15.061, the State is empowered to contract for professional or technical services and a contract negotiated under this section is not subject to the competitive bidding requirements of chapter 16C(10).
2. Under Minnesota Statute § 268A.03(b), and Minnesota Rules 3300.5060, the State is empowered to provide vocational rehabilitation services to persons with disabilities in accordance with the federal Rehabilitation Act of 1973, Public Law 93-112, as amended, and persons with a disability are entitled to informed choice of vendor.
3. Under Minnesota Statute § 268A.03(j), the State is empowered to enter into contractual arrangements with instrumentalities of federal, state, or local government and with private individuals, organizations, agencies, or facilities with respect to providing vocational rehabilitation or independent living services.
4. Under Minnesota Rules 3300.5060, the State must provide vocational rehabilitation services to: (a) determine whether an individual is eligible for vocational rehabilitation services and the nature and scope of vocational rehabilitation services needed by the individual, and (b) to assist an eligible individual to achieve an employment goal in accordance with the eligible individual's approved employment plan.
5. This master contract is an operating agreement for the purposes of Minnesota Rules 3300.5060, whereby payments may be made to (a) CARF accredited providers, (b) providers that are in the process of applying for CARF accreditation, (c) non-CARF accredited providers with whom the State has signed a limited-use vendor operating agreement specifying the maximum dollar amount the provider may receive annually, and Centers for Independent Living.
6. The State may have need for the vocational rehabilitation services under this master contract, but the State does not commit to spending any money with the Contractor.

7. The Contractor represents that it is duly qualified and agrees to perform all services described in this contract and performed under a work authorization to the satisfaction of the State.

## **Master Contract**

### **1. Term of Master Contract.**

- 1.1. **Effective Date: July 1, 2012**, or the date the State obtains all required signatures under Minnesota Statute § 16C.05, subdivision 2, whichever is later. Contractor must not accept work under this master contract until this master contract is fully executed and the Contractor has been notified by the State's Authorized Representative that it may begin accepting Work Authorizations.
- 1.2. **Work Authorizations.** The term of work under Work Authorizations issued under this master contract may not extend beyond the expiration date of this master contract.
- 1.3. **Expiration Date: June 30, 2017.**
- 1.4. **Survival of Terms.** The following clauses survive the expiration or cancellation of this master contract and all work authorizations: 8. Indemnification; 9. State Audits; 10. Government Data Practices and Intellectual Property; 14. Publicity and Endorsement; 15. Governing Law, Jurisdiction, and Venue; and 16. Data Disclosure.

### **2. Scope of Work.**

The Contractor, who is not a state employee, may be requested to perform any of the services identified in Attachment B – Fee-for-Service Rate Schedule when requested under an individual Work Order Contract, hereinafter referred to as a "Work Authorization" in accordance with the Individual Employment Plan developed between Vocational Rehabilitation Services and an individual consumer. A complete detailed description of required work will be furnished in each Work Authorization issued. This master contract is no guarantee of a Work Authorization. The Contractor may begin work only upon receipt of a fully executed Work Authorization. No effort, expenses, or actions taken before the work authorization is fully executed are authorized under Minnesota Statutes, and all such efforts, expenses and actions are under taken at the sole responsibility and expense of the Contractor.

When Contractor accepts Work Authorizations to provide services, Contractor shall manage and disburse funds to persons served without additional charge to the State or persons served.

Additional terms and conditions of the applicable work to be performed are attached and incorporated herein as Attachment A – Work Plan and, if applicable Attachment C – Performance-based Agreement for Placement Services.

### **3. Time.**

The Contractor must comply with all the time requirements described in Work Authorizations. In the performance of Work Authorizations, time is of the essence.

### **4. Consideration and Payment.**

- 4.1. **Consideration.** All services provided by the Contractor under this contract shall be performed to the State's satisfaction, as determined at the sole discretion of the State and in accordance

with all applicable federal, state, and local laws, ordinances, rules, and regulations. The Contractor shall not receive payment for work found by the State to be unsatisfactory or performed in violation of federal, state, or local law. The State will pay for all services satisfactorily performed by the Contractor, under fully executed Work Authorizations issued under this master contract, according to the applicable fee schedule(s), attached and incorporated herein as Attachment B – Fee-for-Service Rate Schedule and if applicable Attachment C – Performance-based Agreement for Placement Services. The total compensation of all Work Authorizations may not exceed \$3,750,000.

4.2. **Fee-for-Service Rates.** Contractor shall ensure costs used to determine rates for service fees shall be (a) necessary and reasonable, in nature and amount, costs will not exceed that which would be incurred by a prudent person under the same circumstances; (b) costs shall be allocable and assignable to VRS and the costs will be incurred for the exclusive benefit of persons referred by the State; (c) costs shall be adequately documented; and (d) costs shall be subject to State monitoring, audit and reconciliation. The Contractor shall not bill the State for an amount greater than the fee for service indicated in the current fee schedule, Attachment B – Fee-for-Service Rate Schedule. The Contractor shall charge the State no higher fee than the Contractor charges other purchasers of services, and may bill for services only for the authorized time period.

4.3. **Performance-Based Milestone Rates.** The Contractor shall bill the State for the statewide, uniform, performance-based milestone rates in Attachment C – Performance-based Agreement for Placement Services for job development, placement and retention services that meet the scope, terms and conditions of the attachment. The Contractor shall not bill the fee-for-service rate for intake when placement services are authorized under a Performance-based Agreement for Placement Services.

#### 4.4. **Payment.**

4.4.1. **Invoices.** The State will promptly pay the Contractor after the Contractor presents an itemized invoice for the services actually performed and the State's Authorized Representative accepts the invoiced services. Upon completion of services, invoices will be submitted timely and with required documentation identified in attachments A, B, and C, as applicable.

4.4.2. **Federal funds.** Payments under this contract will be made from federal funds obtained by the State through Title 1 CFDA number 84.126 of the Rehabilitation Act of 1973. The Contractor is responsible for compliance with all federal requirements imposed on these funds and accepts full financial responsibility for any requirements imposed by the Contractor's failure to comply with federal requirements.

### 5. **Conditions of Payment.**

All services provided by the Contractor under Work Authorizations must be performed to the State's satisfaction, as determined at the sole discretion of the State's Authorized Representative and in accordance with all applicable federal, state, and local laws, ordinances, rules, and regulations including business registration requirements of the Office of the Secretary of State. The Contractor will not receive payment for work found by the State to be unsatisfactory or performed in violation of federal, state, or local law.

### 6. **Authorized Representatives.**

The State's Authorized Representative for this master contract is **David Sherwood-Gabrielson, Director Community Partnerships, 651-259-7350**, or his/her successor, and has the responsibility to monitor the Contractor's performance. The State's Project Manager will be identified in each work authorization.

## 7. **Assignment, Amendments, Waiver, and Contract Complete.**

7.1. **Assignment.** The Contractor may neither assign nor transfer any rights or obligations under this master contract or any Work Authorization without the prior consent of the State and a fully executed Assignment Agreement, executed and approved by the same parties who executed and approved this master contract, or their successors in office.

7.2. **Amendments.** Any amendment to this master contract or any Work Authorization must be in writing and will not be effective until it has been executed and approved by the same parties who executed and approved the original contract, or their successors in office.

7.3. **Waiver.** If the State fails to enforce any provision of this master contract or any Work Authorization, that failure does not waive the provision or its right to enforce it.

7.4. **Contract Complete.** This master contract and any Work Authorizations contain all negotiations and agreements between the State and the Contractor. No other understanding regarding this master contract or Work Authorization, whether written or oral, may be used to bind either party.

## 8. **Indemnification.**

8.1. In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

8.1.1. Intentional, willful, or negligent acts or omissions; or

8.1.2. Actions that give rise to strict liability; or

8.1.3. Breach of contract or warranty.

8.2. The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

## 9. **State Audits.**

Under Minnesota Statute § 16C.05, subdivision 5, the Contractor's books, records, documents, and accounting procedures and practices relevant to any Work Authorization are subject to examination by the State and/or the State Auditor or Legislative Auditor, as appropriate, for a minimum of six years from the end of this master contract.

## 10. **Government Data Practices and Intellectual Property.**

## 10.1. **Government Data Practices.**

The Contractor and State must comply with the Minnesota Government Data Practices Act, Minnesota Statute Ch. 13, as it applies to all data provided by the State under any Work Authorization, and as it applies to all data created, collected, received, stored, used, maintained, or disseminated by the Contractor under the Work Authorization. The civil remedies of Minnesota Statute § 13.08 apply to the release of the data referred to in this clause by either the Contractor or the State.

If the Contractor receives a request to release the data referred to in this Clause, the Contractor must immediately notify the State. The State will give the Contractor instructions concerning the release of the data to the requesting party before the data is released.

## 10.2. **Intellectual Property Rights**

The State owns all rights, title, and interest in all of the intellectual property rights, including copyrights, patents, trade secrets, trademarks, and service marks in the Works and Documents created and paid for under Work Authorizations. Works means all inventions, improvements, discoveries (whether or not patentable), databases, computer programs, reports, notes, studies, photographs, negatives, designs, drawings, specifications, materials, tapes, and disks conceived, reduced to practice, created or originated by the Contractor, its employees, agents, and subcontractors, either individually or jointly with others in the performance of this master contract or any Work Authorization. Works includes "Documents." Documents are the originals of any databases, computer programs, reports, notes, studies, photographs, negatives, designs, drawings, specifications, materials, tapes, disks, or other materials, whether in tangible or electronic forms, prepared by the Contractor, its employees, agents, or subcontractors, in the performance of a Work Authorization. The Documents will be the exclusive property of the State and all such Documents must be immediately returned to the State by the Contractor upon completion or cancellation of the Work Authorization. To the extent possible, those Works eligible for copyright protection under the United States Copyright Act will be deemed to be "works made for hire." The Contractor assigns all right, title, and interest it may have in the Works and the Documents to the State. The Contractor must, at the request of the State, execute all papers and perform all other acts necessary to transfer or record the State's ownership interest in the Works and Documents.

10.2.1. *Notification.* Whenever any invention, improvement, or discovery (whether or not patentable) is made or conceived for the first time or actually or constructively reduced to practice by the Contractor, including its employees and subcontractors, in the performance of the Work Authorization, the Contractor will immediately give the State's Authorized Representative written notice thereof, and must promptly furnish the Authorized Representative with complete information and/or disclosure thereon.

10.2.2. *Representation.* The Contractor must perform all acts, and take all steps necessary to ensure that all intellectual property rights in the Works and Documents are the sole property of the State, and that neither Contractor nor its employees, agents, or subcontractors retain any interest in and to the Works and Documents. The Contractor represents and warrants that the Works and Documents do not and will not infringe upon any intellectual property rights of other persons or entities. Notwithstanding Clause 8, the Contractor will indemnify; defend, to the extent permitted by the Attorney General; and hold harmless the State, at the Contractor's expense, from any action or claim brought

against the State to the extent that it is based on a claim that all or part of the Works or Documents infringe upon the intellectual property rights of others. The Contractor will be responsible for payment of any and all such claims, demands, obligations, liabilities, costs, and damages, including but not limited to, attorney fees. If such a claim or action arises, or in the Contractor's or the State's opinion is likely to arise, the Contractor must, at the State's discretion, either procure for the State the right or license to use the intellectual property rights at issue or replace or modify the allegedly infringing Works or Documents as necessary and appropriate to obviate the infringement claim. This remedy of the State will be in addition to and not exclusive of other remedies provided by law.

## 11. Workers' Compensation and Other Insurance Requirements.

Contractor shall not commence work under the contract until they have obtained all the insurance described below and the State of Minnesota has approved such insurance. Contractor shall maintain such insurance in force and effect throughout the term of the contract. Contractor is required to maintain and furnish satisfactory evidence of the following insurance policies:

**11.1. Workers' Compensation Insurance:** Except as provided below, Contractor must provide Workers' Compensation insurance for all its employees and, in case any work is subcontracted, Contractor will require the subcontractor to provide Workers' Compensation insurance in accordance with the statutory requirements of the State of Minnesota, including Coverage B, Employer's Liability. Insurance **minimum** limits are as follows:

\$100,000 – Bodily Injury by Disease per employee  
\$500,000 – Bodily Injury by Disease aggregate  
\$100,000 – Bodily Injury by Accident

If Minnesota Statute 176.041 exempts Contractor from Workers' Compensation insurance or if the Contractor has no employees in the State of Minnesota, Contractor must provide a written statement, signed by an authorized representative, indicating the qualifying exemption that excludes Contractor from the Minnesota Workers' Compensation requirements.

If during the course of the contract the Contractor becomes eligible for Workers' Compensation, the Contractor must comply with the Workers' Compensation Insurance requirements herein and provide the State of Minnesota with a certificate of insurance.

**11.2. Commercial General Liability Insurance:** Contractor is required to maintain insurance protecting it from claims for damages for bodily injury, including sickness or disease, death, and for care and loss of services as well as from claims for property damage, including loss of use which may arise from operations under the Contract whether the operations are by the Contractor or by a subcontractor or by anyone directly or indirectly employed by the Contractor under the contract. Insurance **minimum** limits are as follows:

\$2,000,000 – per occurrence  
\$2,000,000 – annual aggregate  
\$2,000,000 – annual aggregate – Products/Completed Operations

The following coverages shall be included:

Premises and Operations Bodily Injury and Property Damage  
Personal and Advertising Injury

Blanket Contractual Liability  
Products and Completed Operations Liability  
Other; if applicable, please list: None  
State of Minnesota named as an Additional Insured

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**11.3. Commercial Automobile Liability Insurance:** If Contractor transports DEED consumers, Contractor is required to maintain insurance protecting it from claims for damages for bodily injury as well as from claims for property damage resulting from the ownership, operation, maintenance or use of all owned, hired, and non-owned autos which may arise from operations under this contract, and in case any work is subcontracted the contractor will require the subcontractor to maintain Commercial Automobile Liability insurance. Insurance **minimum** limits are as follows:

\$1,000,000 – per occurrence Combined Single limit for Bodily Injury and Property Damage

In addition, the following coverages should be included:  
Owned, Hired, and Non-owned Automobile

11.4. Additional Insurance Conditions:

11.4.1. Contractor's policy(ies) shall be primary insurance to any other valid and collectible insurance available to the State of Minnesota with respect to any claim arising out of Contractor's performance under this contract;

11.4.2. Contractor's policy(ies) and Certificate(s) of Insurance shall contain a provision that coverage afforded under the policy(ies) shall not be cancelled without at least thirty (30) days advanced written notice to the State of Minnesota;

11.5. The State reserves the right to immediately terminate the contract if the contractor is not in compliance with the insurance requirements and retains all rights to pursue any legal remedies against the contractor. All insurance policies must be open to inspection by the State, and copies of policies must be submitted to the State's authorized representative upon written request.

11.6. The successful responder is required to submit Certificates of Insurance acceptable to the State of Minnesota as evidence of insurance coverage requirements prior to commencing work under the contract.

11.7. Further, the Contractor certifies that it is in compliance with Minnesota Statute § 176.181, subdivision 2, pertaining to workers' compensation insurance coverage. The Contractor's employees and agents will not be considered State employees. Any claims that may arise under the Minnesota Workers' Compensation Act on behalf of these employees or agents and any claims made by any third party as a consequence of any act or omission on the part of these employees or agents are in no way the State's obligation or responsibility.

## **12. Debarment by State, its Departments, Commissions, Agencies or Political Subdivisions.**

Contractor certifies that neither it nor its principles is presently debarred or suspended by the State, or any of its departments, commissions, agencies, or political subdivisions. Contractor's certification is a material representation upon which the contract award was based. Contractor

shall provide immediate written notice to the State's authorized representative if at any time it learns that this certification was erroneous when submitted or becomes erroneous by reason of changed circumstances.

### **13. Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion.**

Federal money will be used or may potentially be used to pay for all or part of the work under the contract, therefore Contractor certifies that it is in compliance with federal requirements on debarment, suspension, ineligibility and voluntary exclusion specified in the solicitation document implementing Executive Order 12549. Contractor's certification is a material representation upon which the contract award was based.

#### **13.1. Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions**

##### *Instructions for Certification*

- 13.1.1. By signing and submitting this proposal, the prospective lower tier participant is providing the certification set out below.
- 13.1.2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.
- 13.1.3. The prospective lower tier participant shall provide immediate written notice to the person to which this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or had become erroneous by reason of changed circumstances.
- 13.1.4. The terms *covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded*, as used in this clause, have the meaning set out in the Definitions and Coverages sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
- 13.1.5. The prospective lower tier participant agrees by submitting this response that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.
- 13.1.6. The prospective lower tier participant further agrees by submitting this proposal that it will include this clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion--Lower Tier Covered Transaction," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

13.1.7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from covered transactions, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Nonprocurement Programs.

13.1.8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

13.1.9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 C.F.R. 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the federal government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

### **13.2. Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions.**

13.2.1. The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal department or agency.

13.2.2. Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

## **14. Publicity and Endorsement.**

14.1. **Publicity.** Any publicity regarding the subject matter of a WORK Authorization must identify the State as the sponsoring agency and must not be released without prior written approval from the State's Authorized Representative. For purposes of this provision, publicity includes notices, informational pamphlets, press releases, research, reports, signs, and similar public notices prepared by or for the Contractor individually or jointly with others, or any subcontractors, with respect to the program, publications, or services provided resulting from a WORK Authorization.

14.2. **Endorsement.** The Contractor must not claim that the State endorses its products or services.

## **15. Governing Law, Jurisdiction, and Venue.**

Minnesota law, without regard to its choice-of-law provisions, governs this master contract and all Work Authorizations. Venue for all legal proceedings out of this master contract and/or any Work

Authorizations, or its breach, must be in the appropriate state or federal court with competent jurisdiction in Ramsey County, Minnesota.

## 16. Data Disclosure.

Under Minnesota Statute § 270C.65, Subdivision 3 and other applicable law, the Contractor consents to disclosure of its social security number, federal employer tax identification number, and/or Minnesota tax identification number, already provided to the State, to federal and state agencies and state personnel involved in the payment of state obligations. These identification numbers may be used in the enforcement of federal and state laws which could result in action requiring the Contractor to file state tax returns, pay delinquent state tax liabilities, if any, or pay other state liabilities.

## 17. Payment to Subcontractors.

(If applicable) As required by Minnesota Statute § 16A.1245, the prime contractor must pay all subcontractors, less any retainage, within 10 calendar days of the prime contractor's receipt of payment from the State for undisputed services provided by the subcontractor(s) and must pay interest at the rate of one and one-half percent per month or any part of a month to the subcontractor(s) on any undisputed amount not paid on time to the subcontractor(s).

## 18. Termination.

18.1. **Termination by the State.** The State or commissioner of Administration may cancel this master contract and any Work Authorizations at any time, with or without cause, upon 30 days' written notice to the Contractor. Upon termination, the Contractor will be entitled to payment, determined on a pro rata basis, for services satisfactorily performed.

18.1.1. **CRPs.** Contractor shall maintain CARF-accreditation, in the appropriate CARF service areas, for all services and service locations provided under this contract that can be accredited by CARF. Contractor shall provide evidence of accreditation including, but not limited to: (a) Intent to Survey (application), (b) notification of survey team and dates, (c) Survey Report, (d) Quality Improvement Plans, (e) supplemental surveys, etc. The State permits the Contractor to add new services to this contract between CARF site surveys providing no new service vended to the State remains unaccredited for more than 3 years. CARF-accredited providers will be permitted to provide services under this contract for a maximum of 5 years. Contractor failure to maintain accreditation will result in the termination of this contract.

18.1.2. **LUVs.** Non-CARF-accredited providers will be permitted to provide limited services; shall be known as Limited-Use Vendors (LUVs), and the term of those contracts shall not exceed two years or \$20,000 in services each year. The State will lift the term and dollar restrictions of LUVs that makes a written commitment to become CARF-accredited within one year; demonstrating reasonable follow through; and providing the State with evidence of application, payment, site survey schedule, and survey report. LUVs that make commitment to achieving CARF-accreditation, but do not engage in a site survey within 3 years, or engage in a site survey but do not receive accreditation, shall be prohibited from vending services to the State for a period of 3 years or until the services become accredited by CARF.

18.1.3. **CILs.** Centers for Independent Living shall maintain their VRS Certification and will be permitted to provide IL services under this contract for a maximum of 5 years. Failure to maintain VRS certification will result in the termination of this contract.

18.2. **Termination for Insufficient Funding.** The State may immediately terminate this master contract and any Work Authorization if it does not obtain funding from the Minnesota legislature or other funding source; or if funding cannot be continued at a level sufficient to allow for the payment of the services covered here. Termination must be by written or fax notice to the Contractor. The State is not obligated to pay for any services that are provided after notice and effective date of termination. However, the Contractor will be entitled to payment, determined on a pro rata basis, for services satisfactorily performed to the extent that funds are available. The State will not be assessed any penalty if the master contract or work order is terminated because of the decision of the Minnesota legislature or other funding source, not to appropriate funds. The State must provide the Contractor notice of the lack of funding within a reasonable time of the State's receiving that notice.

## 19. **Minnesota Statute § 181.59.**

The vendor will comply with the provisions of Minnesota Statute § 181.59 which requires: Every contract for or on behalf of the state of Minnesota, or any county, city, town, township, school, school district, or any other district in the state, for materials, supplies, or construction shall contain provisions by which the contractor agrees: (1) That, in the hiring of common or skilled labor for the performance of any work under any contract, or any subcontract, no contractor, material supplier, or vendor, shall, by reason of race, creed, or color, discriminate against the person or persons who are citizens of the United States or resident aliens who are qualified and available to perform the work to which the employment relates; (2) That no contractor, material supplier, or vendor, shall, in any manner, discriminate against, or intimidate, or prevent the employment of any person or persons identified in clause (1) of this section, or on being hired, prevent, or conspire to prevent, the person or persons from the performance of work under any contract on account of race, creed, or color; (3) That a violation of this section is a misdemeanor; and (4) That this contract may be canceled or terminated by the state, county, city, town, school board, or any other person authorized to grant the contracts for employment, and all money due, or to become due under the contract, may be forfeited for a second or any subsequent violation of the terms or conditions of this contract.

## 20. **Affirmative Action Requirements for Contracts in Excess of \$100,000 and if the Contractor has More than 40 Full-time Employees in Minnesota or its Principal Place of Business.**

The State intends to carry out its responsibility for requiring affirmative action by its Contractors.

20.1. **Covered Contracts and Contractors.** If the Contract exceeds \$100,000 and the contractor employed more than 40 full-time employees on a single working day during the previous 12 months in Minnesota or in the state where it has its principle place of business, then the Contractor must comply with the requirements of Minnesota Statute § 363A.36 and Minnesota Rule Parts 5000.3400-5000.3600. A contractor covered by Minnesota Statute § 363A.36 because it employed more than 40 full-time employees in another state and does not have a certificate of compliance, must certify that it is in compliance with federal affirmative action requirements.

**20.2. Minnesota Statute § 363A.36.** Minnesota Statute § 363A.36 requires the Contractor to have an affirmative action plan for the employment of minority persons, women, and qualified disabled individuals approved by the Minnesota Commissioner of Human Rights (“Commissioner”) as indicated by a certificate of compliance. The law addresses suspension or revocation of a certificate of compliance and contract consequences in that event. A contract awarded without a certificate of compliance may be voided.

**20.3. Minnesota Rule 5000.3400-5000.3600.**

20.3.1. *General.* Minnesota Rule 5000.3400-5000.3600 implement Minnesota Statute § 363A.36. These rules include, but are not limited to, criteria for contents, approval, and implementation of affirmative action plans; procedures for issuing certificates of compliance and criteria for determining a contractor’s compliance status; procedures for addressing deficiencies, sanctions, and notice and hearing; annual compliance reports; procedures for compliance review; and contract consequences for non-compliance. The specific criteria for approval or rejection of an affirmative action plan are contained in various provisions of Minnesota Rule 5000.3400-5000.3600 including, but not limited to, parts 5000.3420-5000.3500 and 5000.3552-5000.3559.

20.3.2. *Disabled Workers.* The Contractor must comply with the following affirmative action requirements for disabled workers.

20.3.2.1. The Contractor must not discriminate against any employee or applicant for employment because of physical or mental disability in regard to any position for which the employee or applicant for employment is qualified. The Contractor agrees to take affirmative action to employ, advance in employment, and otherwise treat qualified disabled persons without discrimination based upon their physical or mental disability in all employment practices such as the following: employment, upgrading, demotion or transfer, recruitment, advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship.

20.3.2.2. The Contractor agrees to comply with the rules and relevant orders of the Minnesota Department of Human Rights issued pursuant to the Minnesota Human Rights Act.

20.3.2.3. In the event of the Contractor's noncompliance with the requirements of this clause, actions for noncompliance may be taken in accordance with Minnesota Statutes Section 363A.36, and the rules and relevant orders of the Minnesota Department of Human Rights issued pursuant to the Minnesota Human Rights Act.

20.3.2.4. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices in a form to be prescribed by the commissioner of the Minnesota Department of Human Rights. Such notices must state the Contractor's obligation under the law to take affirmative action to employ and advance in employment qualified disabled employees and applicants for employment, and the rights of applicants and employees.

20.3.2.5. The Contractor must notify each labor union or representative of workers with which it has a collective bargaining agreement or other contract understanding, that the contractor is bound by the terms of Minnesota Statutes Section 363A.36, of the

Minnesota Human Rights Act and is committed to take affirmative action to employ and advance in employment physically and mentally disabled persons.

20.3.3. *Consequences.* The consequences for the Contractor's failure to implement its affirmative action plan or make a good faith effort to do so include, but are not limited to, suspension or revocation of a certificate of compliance by the Commissioner, refusal by the Commissioner to approve subsequent plans, and termination of all or part of this contract by the Commissioner or the State.

20.3.4. *Certification.* The Contractor hereby certifies that it is in compliance with the requirements of Minnesota Statute § 363A.36 and Minnesota Rule 5000.3400-5000.3600 and is aware of the consequences for noncompliance.

**21. E-Verify Certification (In accordance with Minn. Stat. §16C.075).**

For services valued in excess of \$50,000, Contractor certifies that as of the date of services performed on behalf of the State, Contractor and all its subcontractors will have implemented or be in the process of implementing the federal E-Verify program for all newly hired employees in the United States who will perform work on behalf of the State. Contractor is responsible for collecting all subcontractor certifications and may do so utilizing the E-Verify Subcontractor Certification Form available at <http://www.mmd.admin.state.mn.us/doc/EverifySubCertForm.doc>. All subcontractor certifications must be kept on file with Contractor and made available to the State upon request.

**1. CONTRACTOR**

The Contractor certifies that the appropriate person(s) have executed the contract on behalf of the Contractor as required by applicable articles or bylaws.

By: Kimberley T. Peck  
Title: Vice President  
Date: 6/12/12

**2. STATE AGENCY**

By: K Peck  
(with delegated authority)  
Title: Kimberley T. Peck  
Date: 6-14-12 **DIRECTOR**  
**REHABILITATION SERVICES**

**3. COMMISSIONER OF ADMINISTRATION**

As delegated to Materials Management Division

By: Quincy B. Hayes  
Date: 8/6/12

31046

## Attachment A – Work Plan

Contractor shall retain **qualified personnel** to perform and administer vocational rehabilitation services. Contractor shall conduct background checks using primary sources on all personnel authorized to provide direct services or transport persons served under this contract. When transportation is provided for persons served under this contract, Contractor shall maintain current records of driving licenses and satisfactory driving history of drivers.

Contractor shall safeguard the **records** of persons served to the best of Contractor's ability including storage under lock with reasonable protection against fire, water damage, and other hazards.

Contractor shall **work collaboratively** with VRS counseling personnel in providing services that are part of the person's served Individual Employment Plan, the State document that describes the services and outcomes agreed to by the State counselor and person served.

Contractor shall develop and distribute to the State's local referral counselors, a **referral packet** including the designation of a contact person and telephone number.

Contractor shall develop and locally distribute current detailed written **marketing information** specifying the programs and services, locations, demographics of persons served, and outcomes of persons served.

Contractor shall develop and locally distribute detailed written information specifying the procedure for **notification of acceptance** of the person referred by the State, the start date, the intake process, orientation to the Contractor and list of services, and other relevant service planning and delivery arrangements.

Contractor shall provide the most effective **mode(s) of communication** to diverse populations without charge to the State or persons served. Interpreter services are included in the fee-for-service rates and performance-based agreement rates. The Contractor shall make all direct payments necessary for interpreting costs.

Contractor shall maintain effective communication and work collaboratively with State personnel in providing diagnostic or other authorized rehabilitation services in accordance with an **Individual Employment Plan** (IEP). The IEP is the State document that describes the services and outcomes agreed to by the State and persons served. Contractors may develop separate program plans with persons served so long as they are not inconsistent with the State's IEP and they conform to **CARF Standards**. Contractor-initiated program changes that result in variations from the approved IEP, shall be agreed to by State personnel and the person served prior to Contractor implementing the change.

Contractor shall focus on the potential of persons served to benefit from **assistive technology** in order to more fully participate in and gain from their rehabilitation program. Contractor will advise the State counselor if further evaluation is indicated to determine the need for assistive technology.

Contractor shall develop and locally distribute detailed written information specifying the Contractor's policies and procedures for **monitoring the progress** of persons served and communicating progress to the State.

Contractor shall develop and locally distribute detailed written information specifying the Contractor's policies and procedures for **termination**, program exit, and case closure, and the written communication of events and program summaries to the State.

Contractor shall **seek annual input for program improvement** from persons served, State counselors, rehabilitation area managers, and the State's authorized representative. Contractor shall consider input to improve the effectiveness and efficiency of services to persons served.

Contractor shall annually develop and distribute a **report of outcomes** achieved by persons served. Contractor shall include, but is not limited to: job types, average hours worked, average wages earned, and fringe benefits.

### Attachment B-3 – Fee-for-Service Rate Schedule

Contractor		Referral Contact	
Name	SWIFT#	Name	10-digit Phone Number
Resource, Inc (MRC)	0000193253-003	Kim Feller	612.752.85102

SERVICE	FEE	UNIT OF SERVICE (HOUR, DAY, WEEK, EACH)	CARF PENDING
Intake/Screening fee for CRP (not applicable to PBA – Attachment C)	\$75	Each	<input type="checkbox"/>
<b>Comprehensive Vocational Eval (CVE)</b>			
Work / Vocational Evaluation In-house			<input type="checkbox"/>
Work / Vocational Evaluation Community Based			<input type="checkbox"/>
Situational Assessment or Simulated Job Site			<input type="checkbox"/>
Other CVE (specify):			<input type="checkbox"/>
<b>Employment Planning Services (EPS)</b>			
Situational Assessments (Work / Voc Eval)			<input type="checkbox"/>
Job Tryouts / Job Shadowing / Paid Work Trials			<input type="checkbox"/>
Job Seeking Skills Training			<input type="checkbox"/>

SERVICE	FEE	UNIT OF SERVICE (HOUR, DAY, WEEK, EACH)	CARF PENDING
Other EPS (specify): Career Compass Course 1 Career Compass Course 2 Career Compass Course 3 Transferrable Skills Assessment Life Activities Assessment Community Based Assessment / Job Tryout 1:1 Transportation Assessment and Coaching Corporate Visit / Job Shadow	\$700 \$800 \$350 \$50 \$75 \$50 \$50 \$50	Each Each EAch Hour Hour Hour Hour Hour - Minimum of 6 hours	<input type="checkbox"/>
<b>Employment Skills Training (EST)</b>			
Skill Training (specify): See Attachment D-3 for Cancellation / Refund Policy		See Attachment D for Course Descriptions and Fees	<input type="checkbox"/>
<b>Employee Development Services (EDS)</b>			
Work Adjustment Training In-house			<input type="checkbox"/>
Work Adjustment Training Community Based			<input type="checkbox"/>
Job Seeking Skills Training			<input type="checkbox"/>
Other EDS (specify):			<input type="checkbox"/>
<b>Community Employment Services (CES): Job Site Training (JST)</b>			
Job Coaching for Employment with time-limited supports	\$50	Per hour	<input type="checkbox"/>
Job Coaching for Employment with ongoing supports			<input type="checkbox"/>
Job Seeking Skills Training			<input type="checkbox"/>
Other CES / On-the-job training (specify):			<input type="checkbox"/>

SERVICE	FEE	UNIT OF SERVICE (HOUR, DAY, WEEK, EACH)	CARF PENDING
<b>Community Employment Services (CES): Job Development (JD), Job Site Training (JST), Job Supports (JS)</b>			
Placement and Retention Services under a Performance Based Agreement (PBA)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	See Attachment C	<input type="checkbox"/>
<b>Other CARF-Accredited Services</b>			
Case Management / Staying On The Job	\$75	Hour	<input type="checkbox"/>
Worksite Support (Job Coaching)	\$50	Hour	
MRC Skill Training Pre-Enrollment Assessments	\$175	Each	
MOS Certification 2010 Word - EXAM ONLY	\$150	Each	
MOS Certification 2010 Excel - EXAM ONLY	\$150	Each	
MOS Certification 2010 PowerPoint - EXAM ONLY	\$150	Each	
MOS Certification 2010 Access - EXAM ONLY	\$150	Each	
A+ - EXAM ONLY	\$150	Each	
Network+ - EXAM ONLY	\$150	Each	
Cancellation Policy		See Attachment D-3	
<b>Other Services Not Accreditable by CARF</b>			
Specify:			N/A
<b>Independent Living Services (IL)</b>			
Independent Living Skills Assessment			N/A
Independent Living Skills Training			N/A
Peer Mentoring			N/A
Assistive Technology Assessments and Training			N/A
Advocacy			N/A
Information and Referral			N/A

SERVICE	FEE	UNIT OF SERVICE (HOUR, DAY, WEEK, EACH)	CARF PENDING
Other – specify:			N/A

## **Attachment C-1 – Performance-based Agreement (PBA) for Placement and Retention Services**

Vocational Rehabilitation Services (VRS) purchases job placement services exclusively through this agreement for eligible persons from a qualified provider that complies with the provisions of the contract. Job placement services are intended for individuals who require assistance finding competitive employment (with or without ongoing employment support services) consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice. VRS also purchases other services on a fee-for-service basis as identified as Attachment B – Fee for Service Rate Schedule.

### **Scope of Placement and Retention Services**

Placement services assist persons served to obtain employment in a competitive job consistent with the *Individual Employment Plan* (IEP) developed by the person served and the VRS counselor. Frequent verbal communication is necessary among all parties. The community rehabilitation provider (CRP) is required to meet with the person served and the VRS counselor for the completion of the placement plan and at 90-day intervals to review the progress of the person served until the PBA is closed. The CRP must contact VRS when the person served has achieved job stabilization in supported employment outcomes as it is at stabilization that Vocational Rehabilitation Services can consider the consumer has moved out of training and into employment and the 90-day follow-up period starts. CRPs will not be paid until 90 days after stabilization has occurred and VRS will not close the case at 90 days past the job hire in supported employment cases. During this 90-day period, VRS will provide follow-up to ensure that the long-term supports are adequately meeting the consumer's needs. Placement services may not result in center-based employment or participation in a work crew or enclave. Nor can a CRP hire the person served as an employee and receive the PBA milestone payment as there would be an implicit and explicit conflict of interest between the role of service provider and the role of employer. PBA service is intended to pay for the CRP's efforts in seeking and securing employment with another employer. Any party can discontinue the relationship if job placement and retention plan objectives are not being met or progress is not being achieved. The party who wishes to discontinue the relationship must contact the other parties involved.

**Placement services** may include:

- **Intake** - community rehabilitation providers and consumers must agree that there is a "good fit," a provider may wish to review referral information or interview a potential consumer. These activities are considered "intake" and are included in the PBA fee. The community rehabilitation provider is not committed to working with a consumer until the provider signs the job placement and job retention plan.
- **Job Development** – using community resources and contacting employers to identify current job opportunities; assessing the characteristics of persons served and job tasks to focus efforts on jobs most likely to result in satisfying job matches; educating employers about the benefits of hiring people with disabilities; etc.
- **Job Seeking Skills** - assisting persons served to develop the skills necessary to successfully complete activities leading to employment, such as: completing an application, developing a

resume, conducting online job searches, writing cover letters, interviewing, writing thank you letters/following up after interviews, etc.

- **Job Site Training** – Before the person served accepts a job offer, to assist persons served become knowledgeable about potential job duties, personnel benefits, rates of pay, employment policies and practices, transportation to work, etc. to enable the person served in making an informed decision, and to assist potential employers identify, modify, or eliminate architectural, procedural, instructional, attitudinal, or communication barriers to achieve the employment and advancement of persons with disabilities etc.

**Retention services** may include:

- **Job Site Training** - Job coaching to promote adequate job adjustment and ensure satisfaction of the person served and the employer to perform work duties, training and assistance with work behaviors, development and facilitation of natural supports and assistance to the employer and coworkers to assist the person served to retain or advance in employment. Job coaching, in this context, is time limited to promote job retention for persons who are competitively employed.
- **Job Supports** – Job coaching to maintain contact, or follow-up, with the person served and employer to ensure ongoing satisfaction of both parties. May include providing group or individual training and/or “refresher” training on techniques for maintaining employment, including: dealing with conflict, changes or personal issues affecting job performance, asking for a raise, career development, or a new job, etc. May include providing routine on-site job analysis, consultation, and recommendations for work site and job modification, when appropriate. Job coaching, in this context, is not time-limited and may be referred to as supported employment or extended services for persons with the most significant disabilities.

### ***Milestone Payments***

The 1st and 2nd milestone authorization will be completed by the counselor in advance of the initial placement plan meeting. The 3rd milestone authorization will be entered following the counselor being notified of the completion of the first full shift of work. CRPs must provide written reports on all services when they invoice for milestone payments. Payment of a milestone will constitute payment in full for all services delivered during that phase of the program. The provider is required to meet with the person served and VRS counselor to develop the placement plan, and at 90 day intervals until the final milestone is achieved. If the placement and job retention plan is amended significantly (e.g., the employment goal or services change substantially, or there is a significant time when the consumer is unavailable for services) a new PBA can be started. A maximum of \$3,800 will be paid, in the following increments, as milestone events are achieved and the required documentation is received by the State: Signed Placement Plan \$1,000; Job Hire \$1,300; Successful Placement \$1,500.

### ***Milestone Events and Required Documentation***

**Signed Placement Plan.** A signed *Placement and Retention Plan* is developed at a face-to-face meeting involving the person served, the community rehabilitation provider and the VRS counselor. The plan identifies the job goal, defines the roles and responsibilities of each of the three parties, and creates a consensus about the desired outcome. The plan must be signed by all three parties. The

required documentation for each placement plan shall include: date; person served and telephone number(s); employment goal(s); expected employment outcome including number of hours per week, benefits, wages, and any special considerations such as physical limitations and/or job accommodations, days of the week, transportation needs, geographic limitations, child care or therapy needs, etc.; and the responsibilities of each party, the person served, VRS counselor, and service provider.

**Job Hire.** Job hire is the first complete, paid shift worked by the person served in the integrated labor market. If the person served loses his or her job prior to achieving the final milestone, the consumer is re-placed by the provider with no additional payment. The required documentation for each placement plan shall include: date, person served, date of first day of work, job title, job responsibilities, wage, benefits, number of hours per week, work schedule, employer and address, and any accommodations made to enable the person served to perform the job. The documentation shall be signed by Contractor's assigned placement staff or communicated via email whereby no signature is required.

**Successful Placement.** The person served has achieved the employment outcome that is described in the individual's IPE, consistent with the individual's strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice, and is in the most integrated setting possible consistent with the person's informed choice. The person served has maintained the employment outcome for an appropriate period of time, but not less than 90 days, necessary to ensure the stability of the employment outcome, and the person served no longer needs vocational rehabilitation services. At the end of the appropriate period, the individual and the VRS counselor consider the employment outcome to be satisfactory and agree that the individual is performing well in the employment. The following documentation shall be provided by Contractor before Contractor shall be entitled to claim the successful placement milestone event and payment: date; employer and address; hire date; job title; job responsibilities; wage; benefits; number of hours per week; work schedule; accommodations; ongoing employment support needs; employer comments on job performance; person served comments on job satisfaction; and the signature of Contractor's assigned placement personnel.

**VRS PT Contract**  
**RESOURCE, Inc.**  
**Effective July 1, 2012**

**Attachment D-2 – Course Descriptions and  
Refund/Cancellation Policies**

MRC Training and Education Services began in 1985 in Minneapolis and since then, has expanded its services to include training centers in Minneapolis, St. Paul, Burnsville and St. Cloud; as well as offering mobile training and education services throughout the upper Midwest. MRC utilizes the expertise of its 70+ business partners throughout Minnesota to design new and revise existing training curriculum for state-of-the-art training developed by actual businesses in Minnesota.

Current MRC Training Programs – Each program includes multiple training courses as noted below:

- IT Support Training Program – 636 Hours - \$7545
  - Entrance Criteria Assessment
  - Workplace Essentials Training – 60 Hours
  - Business and Computer Applications Specialist Training – 96 Hours
  - Computer Technician Training\* – 480 Hours
    - \* Includes CompTIA A+ 220-801 and CompTIA A+ 220-802 Certifications
- Medical Office Support Training Program – 268 Hours - \$2945
  - Entrance Criteria Assessment
  - Workplace Essentials Training – 60 Hours
  - Business and Computer Applications Specialist Training – 96 Hours
  - Healthcare Technician Training – 112 Hours
- Core Manufacturing Skills Training Program – 288 Hours - \$3625
  - Entrance Criteria Assessment
  - Workplace Essentials Training – 60 Hours
  - Core Manufacturing Skills 101 Training – 128 Hours
  - Core Manufacturing Skills 102 Training\* – 100 Hours
    - \*Includes IPC-A-610 and J-STD-001 IPC Certifications
- Building Facilities Training Program – 465 Hours - \$5825
  - Entrance Criteria Assessment
  - Workplace Essentials Training – 60 Hours
  - Maintenance/Custodial Skills Training\* – 315 Hours
    - \*Includes Special Engineer License, Certified Pool/Spa Operator Certification
  - Building Operations Manager Training\* – 90 Hours
    - \*Includes OSHA General Industry Safety and Health Certification
- Office and Business Support Training Program – 291 Hours - \$3730
  - Workplace Essentials Training – 60 Hours
  - Business and Computer Applications Specialist Training – 96 Hours
  - Microsoft Office Specialist 2010 (MOS) Certification\* – 135 Hours
    - \*Includes Microsoft Office Specialist 2010 in Word, Excel and PowerPoint
- Accounting Support Training Program – 236 Hours - \$2595
  - Entrance Criteria Assessment
  - Workplace Essentials Training – 60 Hours
  - Business and Computer Applications Specialist Training – 96 Hours
  - Accounting Support Training\* – 80 Hours
    - \*Includes QuickBooks Certified User Certification
- Warehouse Operations Training Program – 180 Hours - \$2150
  - Entrance Criteria Assessment
  - Workplace Essentials Training – 60 Hours
  - Warehouse Operations Training\* – 120 Hours
    - \*Includes OSHA General Industry Safety and Health Certification and Forklift Operator Safety Certification

- Contact Center Training Program – 140 Hours - \$1745
    - Entrance Criteria Assessment
    - Workplace Essentials Training – 60 Hours
    - Contact Center Training\* – 80 Hours
- \*Includes Benchmark Portal Contact Center Agent Certification

**MRC Training and Education Services offers four types of training courses:**

1. **Tier Training Courses** develop skills through a step-by-step learning process including technical, workplace and interpersonal skills. Classes are instructor led with class sizes between 8 – 16 students.
2. **Industry Certification Preparation Courses** are short term topic specific training and preparation for specific credential or certification examinations. One exam fee is included in the cost of the course.
3. **Training Seminars** are from 4 – 16 hour pre-designed or customized trainings that develop technical, interpersonal or combined skills. Class size is between 2 – 16 students.
4. **Customized Training Courses** are from 20 – 500 hours for a group or specific population in chosen topics and skills. Class size is between 2 – 22 students and is instructor led.

\*Training curriculum is also offered on an individual basis.

**MRC Training and Education Services Course Descriptions**

<p><b>Workplace Essentials Training – Tier One \$650</b></p> <p>Workplace expectations, core computer skills, typing skills, professional communications, environmentally friendly workplace, applied math, core skills in MS Office 2010 Word, PowerPoint and Excel, Internet, problem solving, financial literacy, relationship building, social media, goal setting, prioritizing and time management.</p>	<p><b>Course breakdown:</b></p> <p>Environmentally Friendly Workplace ----- 4 Hours</p> <p>Understanding Directions ----- 2 Hours</p> <p>Financial Literacy ----- 2 Hours</p> <p>Goal Setting, Prioritizing and Time Management ----- 2 Hours</p> <p>Professional Communication ----- 2 Hours</p> <p>Relationship Building ----- 2 Hours</p> <p>Using the Computer ----- 4 Hours</p> <p>Typing Quick and Easy----- 4 Hours</p> <p>MS Word 2010 ----- 8 Hours</p> <p>MS PowerPoint 2010 ----- 8 Hours</p> <p>MS Excel 2010 ----- 8 Hours</p> <p>Internet ----- 4 Hours</p> <p>Applied Math ----- 4 Hours</p>	<p><b>60 Hours</b></p>
<p><b>Job Seeking Skills Training – Tier One \$375</b></p> <p>Résumé and cover letter writing, collecting personal work history, job search goals, how to interview, thank you notes, attaching documents, Internet job search and on-line job applications</p>	<p><b>Course breakdown:</b></p> <p>Resumes ----- 8 Hours</p> <p>Cover Letters ----- 4 Hours</p> <p>Interviewing Skills ----- 6 Hours</p> <p>Phone and Email Etiquette ----- 6 Hours</p> <p>On-Line Job Application ----- 8 Hours</p>	<p><b>32 Hours</b></p>
<p><b>Dialect Modification Training – Tier One \$375 per person for classroom training \$50/hour One-to-One</b></p> <p>Language skills training for individuals with Limited English Proficiency to decrease their accents, improve, pronunciation, enunciation, and forming words with instructor-led practice. This training curriculum can be</p>	<p><b>Course breakdown:</b></p> <p>Accent Reduction----- 12 Hours</p> <p>- Jump Up and Step Down Patterns, Muscular placement &amp; Techniques, Tongue positioning</p> <p>Intentional Dialogue----- 8 Hours</p>	<p><b>32 Hours</b></p>

done on a One-to-One basis or in a group setting.	<ul style="list-style-type: none"> <li>- Pronunciation, Techniques for better enunciation, Audio tape and video tape demonstrations &amp; practice Vocabulary and Introduction to Basic Grammar -----</li> <li>- What is Vocabulary, Grammar Basics</li> </ul>	12 Hours
<p><b>Introduction to the American Workplace – Tier One \$995</b></p> <p>For refugees/immigrants who are acclimating to the American workplace, English Language skills, understanding directions and comprehension, financial literacy, problem solving, employer expectations, building business relationships, manners and customs, introduction to the computer, touch-typing, Microsoft Office 2010 Word and Access, basic cashiering and job search skills.</p>	<p><b>Course breakdown:</b></p> <p>Orientation ----- 2 Hours</p> <p>English Language Skill Building – Understanding Directions and Comprehension ----- 36 Hours</p> <p>Financial Literacy ----- 3 Hours</p> <p>Problem Solving ----- 3 Hours</p> <p>Employer Expectations ----- 3 Hours</p> <p>Introduction to Relationship Building ----- 2 Hours</p> <p>Manners &amp; Customs ----- 6 Hours</p> <p>Introduction to the computer, Windows &amp; Touch-typing ----- 10 Hours</p> <p>Introduction to MS Word and Access ----- 16 Hours</p> <p>Cashiering ----- 4 Hours</p> <p>American Job Search Skill Building ----- 8 Hours</p>	<b>96 Hours</b>

**NOTE:** Successful completion of Workplace Essentials Training and a pre-entrance screen (\$175), have no chemical sensitivities, ability to lift 50 pounds, completed Hepatitis B and Tetanus vaccinations, and a TB Mantoux Screen are required for registration into the Maintenance/Custodial Skills Training.

**NOTE:** Successful completion of the Maintenance/Custodial Skills Training is required for registration into the Building Operations Manager Training.

**NOTE:** Successful completion of Workplace Essentials Training and a pre-entrance screen (\$175) is required for registration into the Core Manufacturing Skills 101 Training.

**NOTE:** Successful completion of Core Manufacturing Skills 101 Training is required for registration into the Core Manufacturing Skills 102 Training.

**NOTE:** Successful completion of Workplace Essentials Training and a pre-entrance screen (\$175) and ability to lift 50 pounds is required for registration into the Warehouse Operations Training.

**NOTE:** Successful completion of Workplace Essentials Training and typing 20 wpm is required for registration into the Business and Computer Applications Specialist Training.

**NOTE:** Successful completion of Workplace Essentials Training and typing 20 wpm and a pre-entrance screen (\$175) is required for registration into the Contact Center Training.

<p><b>Business and Computer Applications Specialist Training – Tier Two \$995</b></p> <p>Intermediate level training in Microsoft Office 2010 Word, Access, Excel, Outlook, and PowerPoint, advanced customer service, effective communication, Job Seeking Skills and individualized job search, building business relationships, cover letters and résumés, interaction with and input from MRC Business Partners.</p>	<p><b>Course breakdown:</b></p> <p>MS Word 2010 – Intermediate---- 28 Hours</p> <p>MS Access 2010 – Intermediate -- 18 Hours</p> <p>MS Excel 2010 – Intermediate ---- 18 Hours</p> <p>MS PowerPoint 2010 ----- 10 Hours</p> <p>MS Outlook 2010 ----- 4 Hours</p> <p>Customer Service &amp; Effective Communication----- 6 Hours</p> <p>Job Seeking Skills----- 8 Hours</p> <p>Building Business Relationships --- 4 Hours</p>	<b>96 Hours</b>
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**NOTE:** Successful completion of Business and Computer Applications Specialist Training and a pre-entrance screen (\$175) is required for registration into the Accounting Support, Healthcare Technician, or Computer Technician Training.  
**NOTE:** Successful completion of Business and Computer Applications Specialist Training with 90% or higher test scores is required for students moving into Microsoft Office Specialist 2010 Certification (MOS) Word, Excel or PowerPoint Training.

<p><b>Accounting Support Training – Tier Three \$950</b></p> <p>Accounting principles, MS Excel, QuickBooks and business math. Prep for and administration of the QuickBooks Certified User certification.</p>	<p><b>Course breakdown:</b></p> <p>Accounting Support Basics----- 12 Hours  Advanced MS Excel----- 8 Hours  Intro to QuickBooks----- 20 Hours  Business Math----- 8 Hours  QuickBooks Certified User Prep and Exam ----- 32 Hours</p>	<p><b>80 Hours</b></p>
<p><b>Healthcare Technician Training – Tier Three - \$1,300</b></p> <p>Healthcare principles, medical terminology, medical records, patient ethics, confidentiality, scheduling and billing software, billing and coding.</p>	<p><b>Course breakdown:</b></p> <p>Medical Terminology and Human Anatomy----- 52 Hours  Medisoft Software:  <ul style="list-style-type: none"> <li>• Intro to Billing and Coding---- 8 Hours</li> <li>• Patient Ethics, Confidentiality and Release of Information--- 8 Hours</li> <li>• Electronic Health Records --- 16 Hours</li> <li>• Billing and Scheduling----- 24 Hours</li> </ul> Culture of Healthcare----- 4 Hours</p>	<p><b>112 Hours</b></p>
<p><b>Computer Technician Training – Tier Three - \$5,900</b></p> <p>Computer repair and troubleshooting, Windows software and hardware systems, tech support for social media, portable computing devices, and web-based video conferencing, advanced customer service, communications, team building skills and job seeking skills. Prep for and administration of the CompTIA A+ 220-801 Certification and the CompTIA A+ 220-802 Certification Examinations.</p>	<p><b>Course breakdown:</b></p> <p>Intro to Computer hardware, DOS &amp; Networking ----- 50 Hours  Customer Service, Communications, and Team Building Skills for the PC Technician ----- 17 Hours  Tech Support for Internet Based Social Media Sites, Portable Computing Devices, Web-based Video Conferencing ----- 15 Hours  Computer Hardware Systems----- 150 Hours  Windows Operating Systems ----- 170 Hours  A+ Certification Preparation----- 58 Hours  Job Seeking Skills for Help Desk and PC Technician ----- 20 Hours</p>	<p><b>480 Hours</b></p>
<p><b>Maintenance Custodial Skills Training – Tier Three - \$3,800</b></p> <p>Restroom and office cleaning, carpentry, painting, drywall, tool use, safety, plumbing, floor care, basic electricity, heating and air conditioning, and paid On-the-Job training. Prep for the Boilers License Exam (Minnesota Department of Labor Special Engineer License). Prep for and administration of the Certified Pool/Spa Operator (CPO) certification. Must be able to lift 50 lbs and have no chemical sensitivities.</p>	<p><b>Course breakdown:</b></p> <p>Core Technical Skills----- 175 Hours  <ul style="list-style-type: none"> <li>❑ Restroom and Office Cleaning</li> <li>❑ Carpentry, drywall and painting</li> <li>❑ Floor care</li> <li>❑ Basic Electrical</li> <li>❑ Plumbing</li> <li>❑ Heating and Air Conditioning</li> </ul> Job Seeking Skills----- 20 Hours  Customer Service----- 5 Hours  Paid On-the-Job Training----- 50 Hours</p>	<p><b>315 Hours</b></p>

	Special Engineer License (1 <sup>st</sup> Level of Boilers) Prep and Exam	40 Hours
	Certified Pool/Spa Operator Certification Prep and Exam-----	25 Hours
<b>Building Operations Manager Training – Tier Three - \$1,375</b>	<b>Course breakdown:</b>	<b>90 hours</b>
Facilities management, weatherization, energy efficiency standards, retrofitting, LEED standards overview and implementation of cleaning products and processes. Prep for and administration of the OSHA General Industry Safety and Health Training and Certification exam.	OSHA Certification Prep and Exam ----	10 Hours
	Weatherization -----	10 Hours
	Retrofitting -----	10 Hours
	Energy Efficiency Standards -----	30 Hours
	LEED Building Overview -----	6 Hours
	Facilities Management -----	18 Hours
	Cleaning Products and Processes-----	6 Hours
<b>Core Manufacturing Skills 101 Training – 128 Hours - \$1,200</b>	<b>Course breakdown:</b>	<b>128 Hours</b>
Manufacturing and warehouse operations, workplace safety, math, hands on training in micrometers, calipers and microscopes, blueprint reading, quality assurance processes including LEAN, OSHA standards, workplace customer service and business relationships.	Manufacturing Processes, Terminology, Equipment and Overviews -----	30 Hours
	Shop Math/Metric Conversions -----	24 Hours
	Measurement Tools – Micrometers, Calipers and Microscopes -----	10 Hours
	OSHA Basics and Safety in the Workplace -----	6 Hours
	Union and Non Union Environments --	3 Hours
	Clean Rooms -----	4 Hours
	Warehousing, Shipping and Receiving	10 Hours
	Internal Customer Service -----	4 Hours
	Communications -----	4 Hours
	Blueprint Reading -----	21 Hours
	Quality Assurance, Lean Production and ISO Standards -----	12 Hours
<b>Core Manufacturing Skills 102 Training – 100 Hours - \$1,775</b>	<b>Course breakdown:</b>	<b>100 Hours</b>
Hands-on soldering lab including electrical and electronic assembly, assessing acceptability of electronics assemblies with hands-on experience. Prep and exams for the IPC Specialist certifications IPC-A-610 and J-STD-001, administered on site by Dakota County Technical College.	Hands on Soldering -----	20 Hours
	IPC-A-610 Prep and Exam -----	40 Hours
	J-STD-001 Prep and Exam -----	40 Hours
<b>Microsoft Office Specialist 2010 Training and Certification – Advanced Microsoft Word – Tier Three - \$695</b>	<b>Course breakdown:</b>	<b>45 Hours</b>
Includes preparation for the Microsoft Office Specialist 2010 Certification exam in Word.	Creating and Customizing Documents	7 Hours
	Working with Visual Content -----	6 Hours
	Organizing Content -----	8 Hours
	Inserting References and Merging Documents -----	7 Hours
	Reviewing and Securing Content and Documents -----	7 Hours
	MOS Word 2010 Certification Practice Exercises and Exam -----	10 Hours
<b>Microsoft Office Specialist 2010 Training and Certification – Advanced Microsoft Excel – Tier Three - \$695</b>	<b>Course breakdown:</b>	<b>45 Hours</b>
	Creating and Manipulating Data -----	9 Hours
	Formatting Data and Content -----	9 Hours

Includes preparation for the Microsoft Office Specialist 2010 Certification exam in Excel.	Creating and Modifying Formulas ----- Protecting and Sharing Data ----- MOS Excel 2010 Certification Practice Exercises and Exam -----	9 Hours 8 Hours 10 Hours
<b>Microsoft Office Specialist 2010 Training and Certification – Advanced Microsoft PowerPoint – Tier Three - \$695</b>  Includes preparation for the Microsoft Office Specialist 2010 Certification exam in PowerPoint.	<b>Course breakdown</b>  Creating a Presentation ----- Working with Slide Animation ----- Hyperlinks to the Presentation ----- Collaborating on and Delivering Presentations ----- MS PowerPoint 2010 Certification Practice Exercises and Exam -----	<b>45 Hours</b>  9 Hours 9 Hours 8 Hours 9 Hours 10 Hours
<b>Warehouse Operations Training – Tier Three – \$1,500</b>  Warehouse processes, terminology and equipment, shipping/receiving, workplace safety, math, material handling, quality assurance processes including LEAN, OSHA standards and workplace customer service and business relationships. Prep and exams for the OSHA General Industry Safety and Health Training Certification and the Forklift Operator Safety Certification.	<b>Course breakdown:</b>  Warehousing Processes, Terminology, Equipment and Overviews ----- Shop Math/Metric Conversions ----- Material Handling ----- Union & Non Union Environments ---- MS Excel----- Shipping and Receiving ----- Internal Customer Service ----- Communications ----- Manufacturing Processes, Terminology and Overview ---- Quality Assurance, Lean Production and ISO Standards ----- OSHA Certification Prep and Exam ---- Forklift Operator Safety Certification Prep and Exam-----	<b>120 Hours</b>  28 Hours 15 Hours 9 Hours 2 Hours 12 Hours 6 Hours 4 Hours 4 Hours 12 Hours 12 Hours 10 Hours 6 Hours
<b>Contact Center Training – Tier Three - \$1,095.</b>  Terminology, processes, metrics, job types, quality assurance and the ideal agent, and hands-on training in Salesforce, the industry-recognized database system. Prep for and administration of Benchmark Portal Contact Center Agent Certification.	<b>Course breakdown:</b>  Contact Center Overview----- Customer Service Soft Skills ----- Realistic Job Preview----- Salesforce----- Generations and Cultures----- Contact Center Solutions----- Communication----- Corporate Visit----- Simulation----- The Home Agent----- Contact Center Agent Certification Prep and Exam-----	<b>80 Hours</b>  6 Hours 4 Hours 4 Hours 26 Hours 4 Hours 6 Hours 8 Hours 4 Hours 8 Hours 2 Hours 16 Hours

**MRC Training and Education Services  
Industry Certification Preparation Courses**

<b>A+ Certification Prep and Exams - \$1000</b> CompTIA A+ 220-801 Certification and the CompTIA A+ 220-802 Examinations prep course, computer hardware and software technical reviews, A+ testing objectives, practice testing and two exams.	<b>90 Hours</b> 15 sessions
<b>Special Class Engineers (Boilers) License Prep and Exam - \$525</b> Minnesota Department of Labor Special Class Engineers License exam prep and exam.	<b>36 hours</b> 6 sessions

<b>Certified Pool/Spa Operator (CPO) Prep and Exam - \$500</b> Basic knowledge, techniques and skills of pool and spa operations, maintenance, basic math and calculations, exam prep and exam.	<b>25 hours</b> 4 sessions
<b>Network+ Orientation, Prep Kit and Exam - \$850</b> Network+ Certification prep and overview with a staff orientation to the 20-hour online course, Network+ workbook, Practice Test and Network+ exam.	<b>30 Hours</b>
<b>Microsoft Office Specialist 2010 Certification – Advanced Microsoft Access One-to-One Training and Exam - \$50 per Hour plus \$150 exam fee</b> One-to-One training and preparation with MRC staff for the certification exam, including practice exercises and exam.	<b>Varies</b>
<b>OSHA General Industry Safety and Health Training Certification Prep and Exam - \$375</b> Basics of OSHA standards and compliance regulations, practice testing and exam.	<b>10 Hours</b> 2 sessions

### MRC Training and Education Services Seminar Descriptions

<b>ADAAA, Disability Disclosure and Basics of Ergonomic Training - \$75</b> ADAAA terminology and basics, making decisions on disclosure, accommodation solutions and other related laws regarding disabilities and the workplace. Demonstrations will be given of proper ergonomic set up.	<b>4 Hours</b>
<b>ADAAA – Understanding and Managing Employees with Disabilities in the Workplace - \$750 (10 – 40 people)</b> Overview of the ADAAA, effective communication and disability terms, defining chronic and changing disabilities and examples, steps to an effective accommodations process, ways to handle co-worker questions, and accommodation solutions to real life scenarios.	<b>4 Hours</b>
<b>Change in the Workplace – Attitude is Everything - \$75</b>	<b>4 Hours</b>
<b>Dress for Success - \$75</b> Includes information on community resources available that provide interview and workplace clothing for both men and women.	<b>4 Hours</b>
<b>Diversity in the Workplace - \$75</b>	<b>4 Hours</b>
<b>Financial Literacy - \$75</b> Debt management and retirement planning.	<b>4 Hours</b>
<b>Go Green - \$75</b> Training in basic green terms and definitions, how to Reduce, Reuse, and Recycle, what you need to know and best practices.	<b>4 Hours</b>
<b>Knowledge Skills &amp; Aptitudes – Applying for a Federal Job - \$75</b> Unlocking the secrets to applying for federal positions.	<b>4 Hours</b>
<b>On-Line Applications - \$75</b> Navigate a job search on the Internet, search for positions on-line and how to balance the Internet search with traditional methods.	<b>4 Hours</b>
<b>Introduction to the Computer, Windows - \$110</b>	<b>6 Hours</b>
<b>Introduction to Word 2010 - \$110</b>	<b>6 Hours</b>
<b>Introduction to Excel 2010 - \$110</b>	<b>6 Hours</b>
<b>Introduction to Access 2010 - \$110</b>	<b>6 Hours</b>
<b>Introduction to PowerPoint 2010 - \$110</b>	<b>6 Hours</b>
<b>Introduction to Outlook 2010 - \$110</b>	<b>6 Hours</b>
<b>Intermediate Word 2020 - \$110</b>	<b>6 Hours</b>
<b>Intermediate Excel 2010 - \$110</b>	<b>6 Hours</b>
<b>Intermediate Access 2010 - \$110</b>	<b>6 Hours</b>
<b>Publisher 2010 - \$110</b>	<b>6 Hours</b>
<b>QuickBooks 2011 - \$110</b>	<b>6 Hours</b>
<b>Basic Grammar, Business Writing &amp; Email Etiquette - \$225</b> Seminar covers basic grammar, including sentence construction, nouns/pronouns, subject/verb agreement, and punctuation, spelling, organizing, creating and proofing written	<b>12 Hours</b> 3 Sessions

business communications, including emails.	
<b>Basic Math - \$225</b> Seminar covers basic addition, subtraction, multiplication, division, fractions, decimals, work problems and metric conversions.	<b>12 Hours</b>  3 Sessions
<b>Dragon Naturally Speaking - \$225</b> Basics of Dragon commands, how to create a voice file and how to utilize the software in other programs.	<b>12 hours</b>  3 sessions

## TRAINING POLICIES

- ❑ **Information Systems** – An extensive policy is covered on the first day of class that includes general policies, downloading and inappropriate use of the Internet, security, privacy, software use, and workstation modifications.
- ❑ **Attendance** – The training courses offered through MRC Training and Education Services are job readiness training courses, meaning the classroom is structured as though the students are in a work situation. Students are expected to be at class daily, arrive on time and are expected to participate in group and individual assignments.  
Because of this simulated work setting structure, only a limited number of absences are allowed during the training process. If a student exceeds the maximum number of allowed misses they do not earn the percentage of the grade as outlined for each course. If the student exceeds the two late arrivals or two leave early criteria, subsequent late arrivals or early leaves count as absences. Students are notified how many absences are allowed for each training when they are registered, in their welcome letter and on the first day of the class.
- ❑ **Conduct** – Any student not adhering to the MRC Training and Education Services Policies may be dismissed from class by the Training Services Manager.
- ❑ **Complaint Procedure** – The MRC Grievance Procedure is covered in the Intake.

## ENTRANCE REQUIREMENTS

- ❑ All students must complete a \$75 Intake prior to registration for a course,
- ❑ *Workplace Essentials, Job Seeking Skills, Dialect Modification and Introduction to the American Workplace Training* – No Entrance Criteria
- ❑ *Business and Computer Applications Specialist Training* – Complete Workplace Essentials Training and type 20 wpm.
- ❑ *Accounting Support, Healthcare Technician and Computer Technician Trainings* – Complete Business and Computer Applications Specialist Training and a pre-entrance screen (\$175).
- ❑ *Maintenance/Custodial Skills Training* – Complete Workplace Essentials Training, a pre-entrance screen (\$175), have no chemical sensitivities, be able to lift 50 pounds, complete Hepatitis B and Tetanus vaccinations, and a TB Mantoux Screen.
- ❑ *Microsoft Office Specialist 2010 Certification (MOS) in Word, Excel or PowerPoint* – Complete Business and Computer Applications Specialist Training with 90% or higher test scores.
- ❑ *Building Operations Manager Training* – Successful completion of Maintenance/Custodial Skills Training.
- ❑ *Special Engineer (Boilers) License Prep, Certified Pool/Spa Operator (CPO) Prep, OSHA General Industry Safety and Health Training Certification Prep, and A+ Certification Prep* – Complete a pre-entrance screen (\$175).
- ❑ *Core Manufacturing Skills 101 Training* - Complete Workplace Essentials Training and a pre-entrance screen (\$175).
- ❑ *Core Manufacturing Skills 102 Training* – Complete Core Manufacturing Skills 101 Training.
- ❑ *Warehouse Operations Training* – Complete Workplace Essentials Training and a pre-entrance screen (\$175).
- ❑ *Contact Center Training* – Complete Workplace Essentials Training and a pre-entrance screen (\$175).
- ❑ *Seminars* – No Entrance Criteria

## GRADING

- ❑ Successful course completion requires each student to achieve an overall grade average of 70% or higher that is based on the primary components of the training. Students receive a syllabus the first day of class that outlines the grading requirements for that training. A Certificate of Completion and CEU's are awarded to students who achieve a score of 70% or higher.
- ❑ No credits are given for transfers or work/life experience.

### MRC TRAINING & EDUCATION SERVICES BUYERS RIGHT TO CANCEL POLICY (REFUND POLICY)

1. From the point of acceptance into a specific MRC training class (immediately following the completion of the intake) and for 4 business days following the date of intake, or following the point in time when the referring counselor has enrolled a active participant into a class, a participant or referring counselor may cancel and receive a full refund of their tuition by submitting a **written letter of cancellation** to the school.
2. On the 5<sup>th</sup> business day following the completion of the intake, or the 5<sup>th</sup> business day following the point in time the referring counselor enrolls an active participant into a class, up to the day prior to the start date of the class, a full refund of the training course tuition, minus \$50, will be given as long as the participant or referring counselor submits a **written letter of cancellation** to the school.
3. Effective the first day of the class, the following cancellation fees apply with a **written letter of cancellation** being received by the school from either the participant or the referring counselor.

<b>MRC Training &amp; Education Services Courses</b>  Tuition rates include: tuition, training materials, and certification test fees.	Daily fees are assessed beginning with the first day of class, up to the point where 75% of the training has been completed - including weekend days falling within the class time period – at which point there would be no refund.
<b><u>TIER I</u></b> <b>Workplace Essentials Training</b> Tuition: \$650      Length: 60 Hours	\$26.00 daily + \$100.00/one time charge
<b><u>TIER I</u></b> <b>*Job Seeking Skills Training</b> <b>*Dialect Modification Training - Classroom</b> Tuition: \$375      Length: 32 Hours	\$34.00 daily + \$100.00/one time charge
<b><u>TIER I</u></b> <b>Introduction to the American Workplace</b> Tuition: \$995      Length: 96 Hours <b><u>TIER III</u></b> <b>Building Operations Manager Training</b> Tuition: \$1,375      Length: 90 Hours	\$23.00 daily + \$100.00/one time charge
<b><u>TIER II</u></b> <b>Business and Computer Applications Specialist Training</b> Tuition: \$995      Length: 96 Hours	\$25.00 daily + \$100.00/one time charge
<b><u>TIER III</u></b> <b>Accounting Support Training</b> Tuition: \$950      Length: 80 Hours <b>Contact Center Training</b> Tuition: \$1,095      Length: 80 Hours	\$34.00 daily + \$100.00/one time charge
<b>Healthcare Technician Training</b> Tuition: \$1,300      Length 112 Hours	\$29.00 daily + \$100.00/one time charge
<b>Maintenance/Custodial Skills Training</b> Tuition: \$3,800      Length: 315 Hours <b>Computer Technician Training</b>	\$63.00 daily + \$100.00/one time charge

Tuition: \$5,900 Length: 480 Hours	
<b>Microsoft Office Specialist 2010 Training and Certification - Advanced Microsoft Word Training</b> Tuition: \$695 Length: 45 Hours <b>Microsoft Office Specialist 2010 Training and Certification Advanced Microsoft Excel Training</b> Tuition: \$695 Length: 45 Hours <b>Microsoft Office Specialist 2010 Training and Certification Advanced Microsoft PowerPoint</b> Tuition: \$695 Length: 45 Hours	\$37.00 daily + \$100.00/one time charge
<b>Core Manufacturing Skills 101 Training</b> Tuition: \$1,200 Length: 128 Hours	\$46.00 + \$100.00/one time charge
<b>Core Manufacturing Skills 102 Training</b> Tuition: \$1,775 Length: 100 Hours	\$93.00 + \$100.00/one time charge
<b>Warehouse Operations Training</b> Tuition: \$1,500 Length: 120 Hours	\$58.00 + \$100.00/one time charge
<b>INDUSTRY CERTIFICATION PREPARATION COURSES</b>	
<b>A+ Certification Prep &amp; Exam</b> Tuition: \$1,000 Length: 90 Hours	\$59.00 + \$100.00/one time charge
<b>Special Engineer (Boilers) License Prep and Exam</b> Tuition: \$500 Length: 36 Hours	\$63.00 + \$100.00/one time charge
<b>Certified Pool/Spa Operator (CPO) Prep and Exam</b> Tuition: \$500 Length: 25 Hours	\$100.00 + \$100.00/one time charge
<b>Network+ Orientation Prep, Kit and Exam</b> Tuition: \$850 Length: 30 Hours	\$71.00 daily + \$100.00/one time charge
<b>OSHA General Industry Safety and Health Training Certification Prep and Exam</b> Tuition: \$375 Length: 10 Hours	\$188.00 daily + \$100.00/one time charge
<b>Microsoft Office Specialist 2010 Certification – Advanced Microsoft Access One-to-One Training</b> \$50 per hour	2 hours will be billed at the hourly rate of the service scheduled for consumers who “no show” or cancel on the date of their scheduled appointment or service.
<b>SEMINARS</b>	\$50.00 will be assessed for individual students who are registered and intaked for a seminar who cancel within 72 hours of the start date.  \$150 will be assessed for group seminars that are cancelled within 72 hours of the start date.

<b>OTHER TRAINING</b>	
<b>One-to-One Training</b> \$50 per hour	2 hours will be billed at the hourly rate of the service scheduled for consumers who “no show” or cancel on the date of their scheduled appointment or service.

**Note:** The refund policy is in effect until a written letter of cancellation has been received.

**Note:** Written letters of cancellation may be e-mailed or mailed to:

**Twin Cities -** Gina Peterson - [gpeterson@resource-mn.org](mailto:gpeterson@resource-mn.org)  
MRC Training & Education Center  
2438 27<sup>th</sup> Ave South, Suite 100  
Minneapolis, MN 55406

**St. Cloud -** Carrie Stang - [cstang@resource-mn.org](mailto:cstang@resource-mn.org)  
MRC St. Cloud Training & Education Center  
3400 First St North, Suite 404  
St. Cloud, MN 56303

NOTE: The MRC Training and Education Services Buyers Right to Cancel Policy (Refund Policy) is based on the State of Minnesota's Refund Policy/Buyers Right to Cancel statute noted below.

*Each student will be notified of acceptance/rejection in writing. In the event a student is rejected, all tuition, fees and other charges will be refunded.*

*Notwithstanding anything to the contrary, if a student gives written notice of cancellation within five business days of the execution of the contract or day on which the student is accepted, then a complete refund is given regardless of whether the program has started.*

*If a student gives a written notice of cancellation after 5 business days of the execution of the contract or day on which the student is accepted, but before the start of the program by the school, then all tuition, fees and other charges, except 15% of the total cost of the program (not to exceed \$50.00) shall be refunded to the student.*

*If a student gives written notice of cancellation after the start of the period of instruction for which the student has been charged, but before completion of 75% of the period of instruction, then student is assessed a pro rate portion of tuition, fees and all other charges based on the number of days in the term plus 25% of the total program cost (25% not to exceed \$100.00)*

*Any notice of cancellation shall be acknowledged in writing within 10 days of receipt of such notice and all refunds shall be forwarded to the student within 30 business days of receipt of such notice.*

*This refund policy is not linked to any student conduct policy and any promissory instrument shall not be negotiated prior to the completion of 50% of the course.*

*Written notice of cancellation shall take place on the date the letter of cancellation is postmarked or, in the case where the notice is hand carried, it shall occur on the date the notice is delivered to the school. The date of execution of the enrollment agreement shall be presumed to be the date of delivery of the notice of acceptance: and if delivered by mail, the postmark date of the letter of acceptance.*

NOTE: "Student" may mean individual completing training or their referral/payment resource and all monies refunded shall be returned to the party or parties who made the initial payment.

## **MRC Training and Education Services 2013-2014 School Calendar**

MRC courses run throughout the calendar year with start and end dates that vary throughout that time period. Course syllabus with dates are given at the beginning of each class with the start and end dates and holidays.

### ***MRC Holidays for 2013-2014 School Year:***

November 11, 2013 – Veterans Day  
December 25, 2013 – Christmas Day  
January 20, 2014 – Martin Luther King Jr. Day  
May 26, 2014 – Memorial Day  
September 1, 2014 – Labor Day  
November 27 and 26, 2014 – Thanksgiving

November 28 and 29, 2013 – Thanksgiving  
January 1, 2014 – New Years Day  
February 17, 2014 – President's Day  
July 4, 2014 – Independence Day  
November 11, 2014 – Veterans Day  
December 25, 2014 – Christmas Day

## TRAINING AND EDUCATION CENTER LOCATIONS AND STAFF

### **MRC Minneapolis Training & Education Center**

2438 27<sup>th</sup> Ave S, Ste 100, Minneapolis, MN 55406  
Main 612-752-8100

*Lena Balk 612-752-8138 – Helen Kilian 612-752-8106  
MRC Director – Kim Feller 612-752-8102*

### **MRC St. Paul Training & Education Center**

1450 Energy Park Dr, Ste 127B, St. Paul, MN 55108  
Main 612-752-8001

*Lena Balk 612-752-8138 – Helen Kilian 612-752-8106  
MRC Director – Kim Feller 612-752-8102*

### **MRC Burnsville Training & Education Center**

3201 W County Road 42, Ste 116, Burnsville, MN 55306  
Main 612-752-8001

*Lena Balk 612-752-8138 – Helen Kilian 612-752-8106  
MRC Director – Kim Feller 612-752-8102*

### **MRC St. Cloud Training & Education Center**

3400 First St North, Suite 404, St. Cloud, MN 56303  
Main 320-259-5717

*Carrie Stang 320-259-5717  
MRC Director – Kim Feller 612-752-8102*

## MRC TRAINING & EDUCATION CENTERS EQUIPMENT

MRC Minneapolis: 5 Labs plus one Certification Testing Lab with a total of 80 Computers and 5 Printers

MRC St. Paul: 1 Lab with a total of 10 Computers and 1 Printer

MRC Burnsville: 1 lab with a total of 10 Computers and 1 Printer

MRC St. Cloud: 3 Labs with a total of 21 Computers and 3 Printers

The following equipment and software is available as needed: ergonomic keyboard, one-handed keyboard, trackball, iCommunicator, amplifiers, JAWS, Dragon Naturally Speaking, audio recordings of training materials, CPT Coding Manuals, QuickBooks, Typing Quick & Easy, LCD projectors, and large monitors.

## MRC TRAINING & EDUCATION SERVICES RECOGNIZED BY THE FOLLOWING

Licensed by the Office of Higher Education, Minnesota: Office of Higher Education, Private Career School Licensure, 1450 Energy Park Dr, Suite 350, St. Paul, MN 55108-5274 – [www.ohe.state.mn.us](http://www.ohe.state.mn.us)

Accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF): CARF International, 4891 E. Grant Road, Tucson, AZ 85712 USA - [www.carf.org](http://www.carf.org)

Accredited as a post-secondary school through the North Central Association Commission on Accreditation and School Improvement (NCA CASI): NCA Commission on Accreditation and School Improvement, Arizona State University, PO Box 871008, Tempe, AZ 85287-1008 – [www.ncacasi.org](http://www.ncacasi.org)

Certified by the Workforce Investment Act (WIA): DEED, Workforce Development Division, 332 Minnesota St Suite E-200, St. Paul, MN 55101 – [www.iseek.org](http://www.iseek.org)

*MRC Training & Education Services are licensed as a private career school with the Minnesota Office of Higher Education pursuant to Minnesota statutes 141.21 to 141.32. Licensure is not an endorsement of the institution. Continuing education units earned at the institution may not transfer to all other institutions.*