

Frequently Asked Questions

General:

Is the PICS office open to the public?

PICS virtual doors are open! For the health and safety of you and our staff, the PICS physical office is closed to the public at this time. Our helpful and friendly staff are working virtually to assist you with any questions you have. All our essential service functions are fully operational. You can also find many valuable resources on our website www.picsmn.org or you can reach out to our staff at 651-967-5060 or info@picsmn.org.

Who do I contact with questions about COVID-19?

If you have specific questions about COVID-19, call the Minnesota Department of Health's general hotline at 651-201-3920. If you or the individual you serve have symptoms of COVID-19, you should contact your medical provider by phone, inform them of your concerns and then follow their specific instructions.

How can I prevent infection at my house or worksite?

The Centers for Disease Control and Prevention (CDC) has issued guidance on cleaning and disinfecting your home. [Visit the CDC website](#) to view their guidance.

Workers:

During Minnesota's Stay-at-Home order, will I still be paid for my time worked?

Yes. PICS remains fully operational throughout COVID-19. Our dedicated staff are working to ensure all timesheets are processed and payments are issued as normal.

Am I considered an Essential Employee during a Stay-at-Home order?

Yes. Direct Support Professionals are considered essential employees because they provide critical in-home services and supports to an individual receiving services in an approved home and community-based services program.

While you are not required to carry any paperwork when you are traveling to and from your workplace during this order, we are happy to provide employment verification letters for Workers upon request. If you still require a copy, please email us at hr@picsmn.org.

What do I do if I am unable to work or provide direct care to the individual I support?

Notify your Representative as soon as possible if you are unable to work or provide care due to illness or any other reason.

Can I apply for unemployment if my employer is sick or quarantined?

If your employment is affected by COVID-19, you may qualify for unemployment. You can apply for unemployment insurance through the State of MN website at www.uimn.org. PICS

does not make decisions about any workers eligibility for unemployment. Eligibility for unemployment is also dependent on your relationship to the Employer. If you are parent or spouse of the participant employer, you are not eligible for unemployment benefits.

What do I do if I cannot reach my employer or Representative?

PICS is happy to reach out to your Representative on your behalf.

Do you have a letter for essential workers?

We do have an official letter for you to verify that your work is considered essential. You can request this letter through our Human Resources department via e-mail at hr@picsmn.org. This is one of our top priorities and we will provide the letter to you within 24 hours.

Who is my employer?

This depends on the program that you work under. If you work with a participant on the FEA program, your participant may be your employer. PICS Service Coordination and HR staff can assist you with any specific questions you may have regarding who your employer is.

Can I use PTO? How do I request to use my PTO?

If you are out of work temporarily and plan to return to work, you can request to use your PTO. Please submit a Time Off Request form, which you can find on the Workers tab on the [PICS website](http://picsmn.org). Click on “Forms” and review options under the “Submit a Request” section.

Representative and Individuals Receiving Services:

What if my Worker has symptoms or is sick?

For the safety of yourself, your worker and the Participant, as well to prevent the spread of illness, both the Minnesota Department of Health and the CDC recommends people to stay home if they are sick and to consult with their health care provider about their symptoms. It is your right as an employer to ask your Worker to stay home if they are sick.

What if my Worker won't come to work?

You should review their back up plans and reach out to other staff if able to. You can also contact your Support Planner or Lead Agency Representatives for further assistance.

What do I do if I cannot get a hold of my Lead Agency Representative or Case Manager?

PICS can reach out to your Lead Agency Representative or Case Manager on your behalf.

Can more staffing hours be added to the Participants services?

You will need to contact your Lead Agency Representative or Case Manager for this request. PICS is not able to move hours around or add hours to services. Your Service Coordinator will be happy to advocate for you and your family on getting more hours added and can reach out to your Case Manager or Lead Agency Representative.