



ACCESSING, RECOGNIZING AND ADVOCATING FOR QUALITY EMPLOYMENT SUPPORTS

Why Work?

Why understand what good supported employment is?

What we have learned doesn't work:

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Prevocational services and supported employment wages

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Abstract. Using an observational approach, we investigate the relationship between the receipt of prevocational services and subsequent hourly wages of consumers participating in supported employment programs. To evaluate the potential impact of these services on wages of consumers, we use six years (2005–2010) of data from of the New York Integrated Supported Employment Report (NYISER) data management system. Results indicate that receipt of prevocational services has a negative correlation with hourly wages of consumers. This finding suggests that prevocational services may have detrimental effects on providers' and consumers' expectations on consumers' work ability and productivity resulting in reduced hourly wages. Furthermore, participation in prevocational services may serve as a signal to employers about consumer's productivity.



Old ways
don't work

New Ways that do work: Presumption of Employability

Contribution

vs.

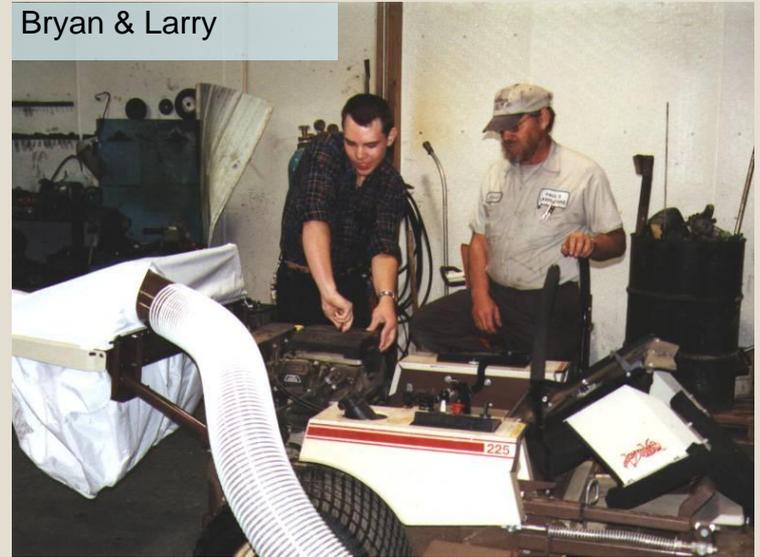
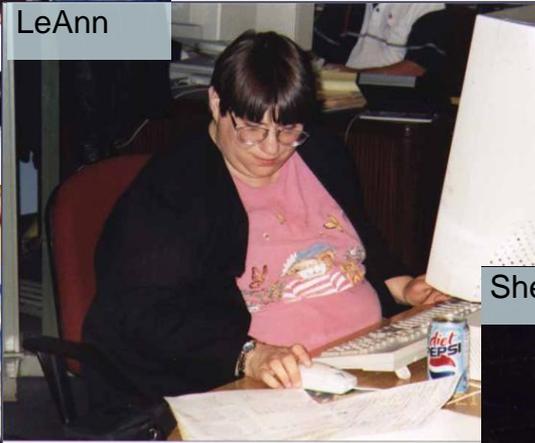
Competition

How we think about people. How we think about work.

Basic Goal of Supported Employment

To learn what a job seeker has to offer, to contribute and then find a place of business that has need of that.

The Goal: Personalized Jobs (beyond “job placement”)



Phases of Supported Employment

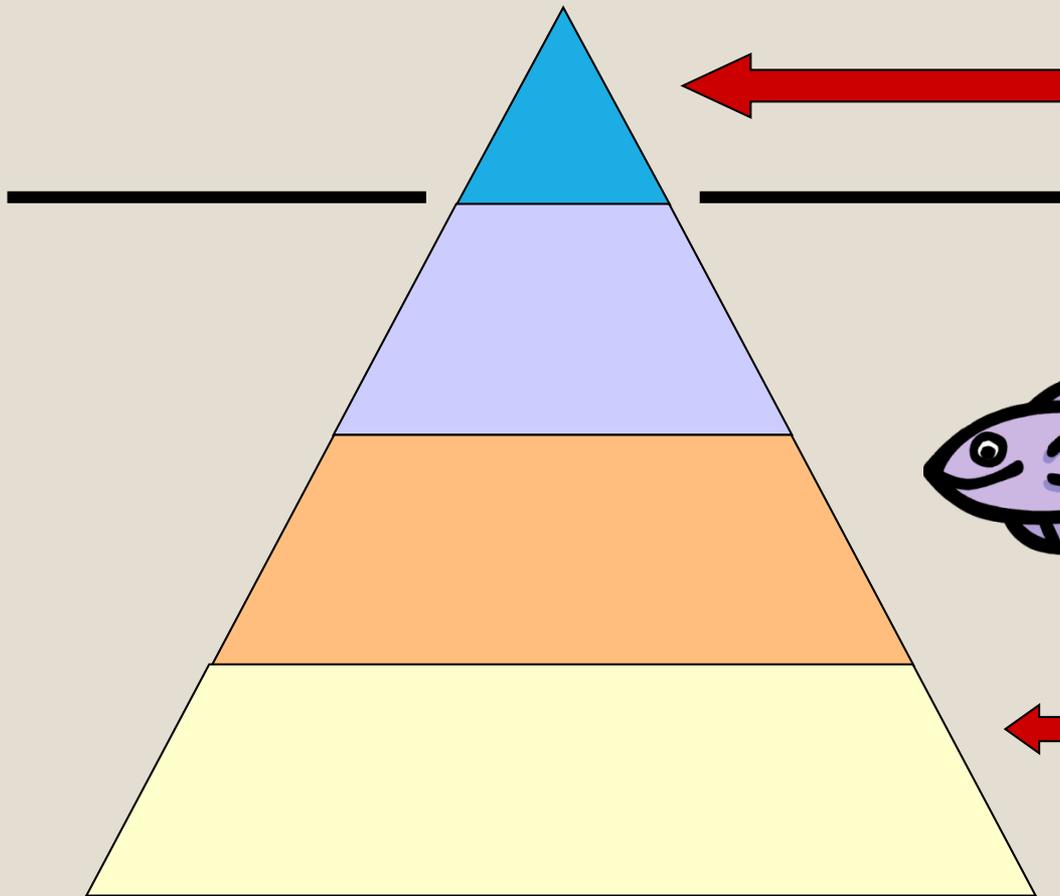
- Person Centered Job Selection/Discovery (assessment)
- Job Development (including Job Analysis)
- Job Acquisition/orientation
- Long Term Supports

In Kentucky, it all begins with the Office of Vocational Rehabilitation

Discovery process

How we think about people.

The Iceberg Analogy of Discovery



What we usually know about the people we try to assist – just the tip of the iceberg

We need to know much more

Discovery

An employment specialist devotes time to know a job seeker – discovering

- *interests*
- *talents*
- *ways of contribution*
- *Understanding the functional impact of disability*

Discovery...

This should be done through:

- Conversations with job seeker and *trusted others*,
- Intentional time in *typical life routines*, then moving toward new activities, and
- Reviewing relevant records.

Discovery...

Seeking a “spark,” personal passion, or interest -- often something formerly unknown or unexplored.

Discovery

- Finding ways to promote genuine involvement, opportunities for contribution and personal growth – rather than settling for keeping people busy, happy...
- Testing preconceived notions. (“Everybody knows that Harold can’t ____.” vs. “Are there circumstances where Harold can ____?”)
- Thinking in questions. (Lori Norton)

Discovery

You can't just ask because:

- many have been deprived of typical experiences of the valued world
- and/or they've had a very limited “menu” from which to choose
- really don't know their talents and interests
- we must avoid “abandoning people to choice” (Michael Kendrick)

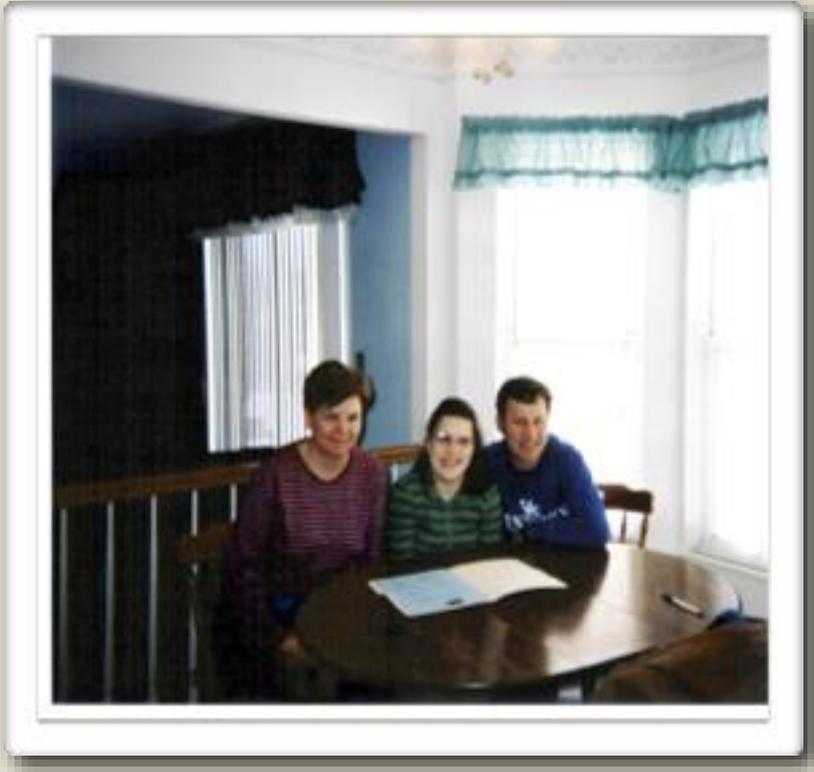
Where to start?

Don't ask “what do you want to do?” or “where do you want to work?”

Do begin with

- What do you like to do?
- What do you do well?
- How do you spend your time?
- Who else knows you well that could help us think of what might be a good fit for you?

Jessica - Need for learning about skills and talents



- ✓ Meet prior to the start of the profile in a location and at a time, that's suitable for person (and family).
- ✓ Describe the process.
- ✓ Determine initial ways to devote time with person.



developing questions & gathering information

What kinds of things does Jessica like to do within home, school, community...?



- Learn about computer and room design at home (spend time at home with her & family)
- Thank you notes and art at school (talk to teachers)

developing questions & gathering information



What are some kinds of work that would use Jessica's interest in aesthetics, skill in fine motor control...

- ✓ How about classes at Michael's?

Sorting-out what's learned

ideal work tasks (for Jessica):

- interest and ability in making things look beautiful
- good communication and people skills
- ability to use her hands to do detailed work

ideal setting:

- relatively open spaces at work so that Jessica can safely navigate through areas with her crutches

ideal co-workers

- consistent group who will invest time in Jessica's instruction
- people who share her artistic interests
- outgoing people

job planning meeting

Includes job seeker,
family, friends, employment
specialist, OVR counselor, case
manager and others.

(Desired: an equal number of paid
and unpaid individuals.)



Developing targeted job development list – with contacts

Summary of job conditions (tasks, setting, people, preferences...) to be sought for person-- from the Person Centered Employment Plan.

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Job Search Bracket

names of businesses/contact people

| | | |
|----------------|--------------------|--------------|
| floral design | 2-Helen's Florist | Helen Foster |
| task | 1-Broadway Flowers | Mike? |
| nail tech work | 9-Z's Salon | Z |
| task | 8-Affinity Salon | Joan Smith |
| display set-up | 4-Peggy's Boutique | Peggy Dyer |
| task | 5-Kohl's | ? |
| design work | 3-Bill's Interiors | Bill Fister |
| task | | |
| cake decorator | 7-Mel's Bakery | ? |
| task | 6-Kroger Bakery | Jill Johnson |

Job

Development

From discovery to job development

- Always use the information learned about the job seeker's *interests, conditions and contributions*
- Begin with prioritized list of employers from *job planning (networking) meeting*
- Continue to network as needed – adding (with job seeker's permission) contacts that meet *interests, conditions and contributions*
- *YOUR Connections are important!*

Job Search Methods Yielding Jobs

| | |
|----------|-----|
| Informal | 63% |
| Want Ads | 14% |
| Agencies | 12% |
| Other | 11% |

(Department of Labor)

connectedness of employment specialists

Employment specialists are often the initial connectors, providing the invitation - bridging the gap between people with and without disabilities who share common interests and talents. Providing the connections to employers, to get in the door and begin conversation.

If you have connections – share them! Or talk about how the ES can utilize them. The planning meeting is great way to facilitate that.

(Discovery is the time to talk about HOW you want ES to present job seeker)

How we think about work.

Job Development – 2 types

- *Labor Market SE Job Development:* Responding to the needs of employers with applicants who are “qualified” to meet those general needs.
- *Customized SE Job Development:* Discovering the “strengths, needs and interests” of applicants and negotiating a job description that meets both the applicant’s and employer’s specific offerings/needs.

Bottom line

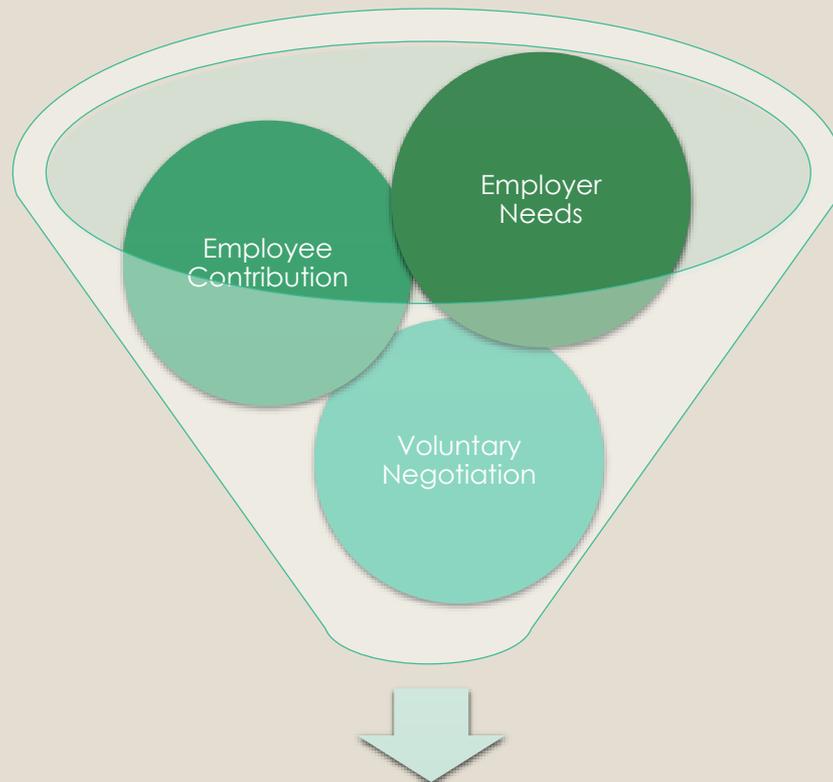
Whether looking for job openings OR negotiating a customized job...the Discovery process is crucial. Any job needs to be based on what the person has to offer and what will be a good fit.

And any good ES will need the information gained in Discovery to represent a job seeker. It becomes the basis for their “pitch.”

Leading Questions – Labor Market

- What type of work do you do here?
- What's most important to your company?
- What skill sets do you look for when hiring? What about experience & education?
- What openings do you have now? Do you foresee other openings in the near future?
- What is your hiring process?

Customized Employment Partnership



Customized Employment

According to US/DOL:

Customized employment means individualizing the employment relationship between employees and employers in ways that meet the needs of both.

It is based on an individualized determination of the strengths, needs, and interests of the person with a disability, and is also designed to meet the specific needs of the employer.

We are not looking for
openings.

We are looking for
opportunities.

Presumption of Employability & Discovery

Contribution
vs.
Competition



Filing patient charts, preparing employee time cards, collating materials for new patient charts, performing searches of clinic computer data for patient records, delivering office parcels, maintaining the inventory room, shredding obsolete records

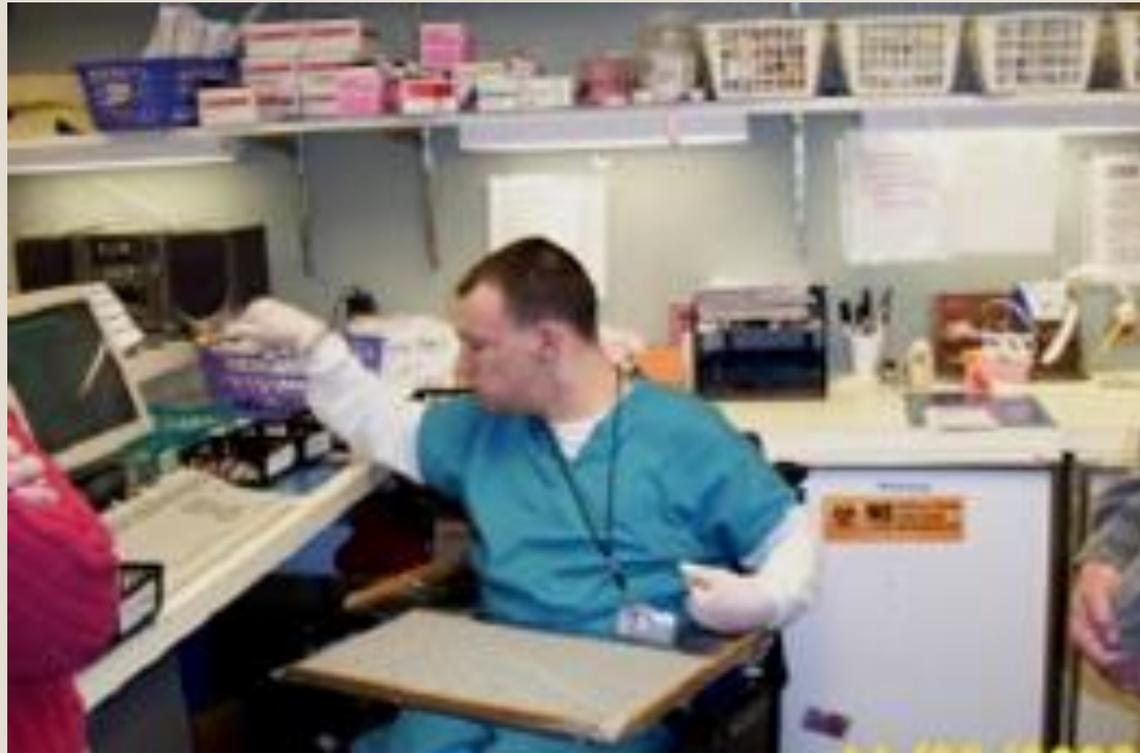
Unbundling Demand



Advantage of Specific Competencies

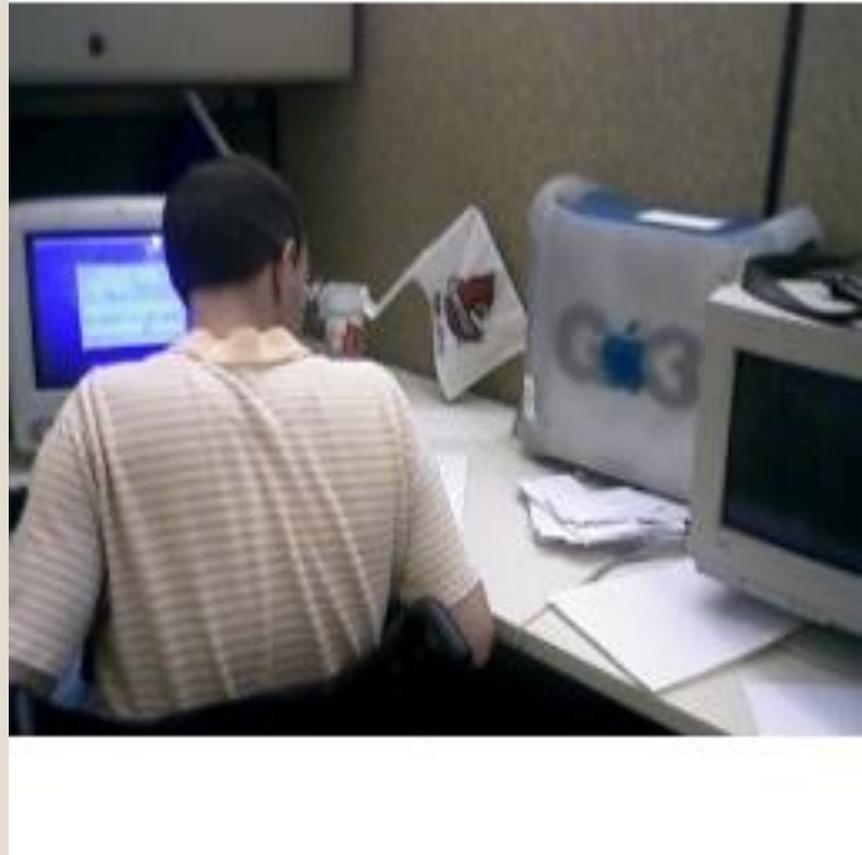
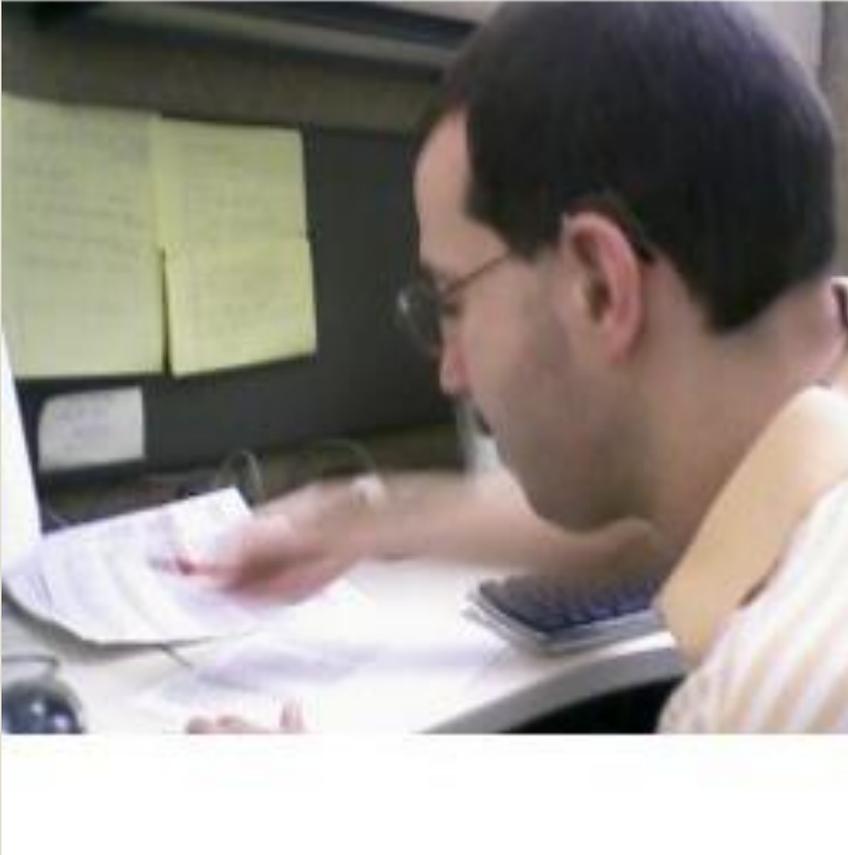


Unmet Need



derived from Marc Gold &
Associates

Unmet Need



Augment Productivity



Leading Questions – Customized Employment

- Can you tell me about your business, the products & services?
- What is most important to your company?
- What types of work are done here?
- What about additional tasks - things that happen when people have time to do them?
- What happens when those things don't happen as needed?
- Are there tasks that you need to be completed more efficiently or timely?
- Can we talk about ways my client might contribute to your company in a manner I think you'll find very useful? (If already mentioned or now talk about client & what s/he could contribute)
- Could I set up a time to tour your business and also see these tasks more in depth

Natural Supports

Job Analysis: Natural Supports – planning begins now

the employment specialist devotes time in an interested business to learn:

- about the ways, the culture of the company, how they do business and what's important;
- the typical *means* for new employees learning new tasks
- the typical *people* that provide instruction and how they teach

And then if it seems it would be a good fit for job seeker & employer - design a plan to honor typical ways, *means and people* to the fullest extent possible.

Employment Specialist serves as a “bridge” to typical support



Orientation

- Goal is for typical people in business to teach as much as possible
- Employment Specialist is there to be sure it goes well and to offer support/supplement instruction if and when needed
- ES needs to determine when to get involved and when to get out of the way

“Once funky, always funky,” Dave Mank

Long Term Supports

- NOT one on one forever
- NOT call me if you need anything
- Expected minimum– 2 contacts per month
- Individualized & provided in a way that makes sense for the employee

- This phase is funded through various means...though there is a lack of funding state/nation wide

Long Term Supports

How we think about work.

- Want to ensure that your client is seen as a valued employee of that business.
- This is NOT “2 for the price of 1”
- Be careful you don’t teach employers that people with a disability *need* someone with them
- When you are at the job site, be helpful but try not to get in the way of others doing their work OR others interacting with your client
- Promote typical interaction, as appropriate, with co-workers.
 - Have your client ask for help or direction
 - Have him/her greet co-workers upon arrival
- Look toward job advancement, moving on over time

Resources

- www.hdi.uky.edu/setp
 - Job Seeker & Family page has lots of info and stories
- www.apse.org
- www.griffinhammis.com/
- www.marcgold.com
 - Publications



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www.hdi.uky.edu/setp