ACCESSING, RECOGNIZING

AND ADVOCATING FOR

QUALITY EMPLOYMENT

SUPPORTS

Why Work?

Why understand what good supported employment is?

What we have learned

doesn’t work:

jvr readiness.tiff

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.

Unknown.jpeg

The Goal: Personalized Jobs

(beyond “job placement”)

Stephanie & Jodi

Bryan & Larry

LeAnn

Mallory

Shelly

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.

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What we usually

know about the

people we try to

assist –just the tip of

the iceberg

We need to

know much

more

The Iceberg Analogy of Discovery

Discovery

An employment specialist devotes time to know a

job seeker –discovering

•interests

•talents

•ways of contribution

•Understanding the functional impact of

disability

derived from MG&A

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’task “what do you want to do?” or “where do you want to

work?”

Dobegin 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

Includes job seeker,

family, friends, employment

specialist, OVR counselor, case

manager and others.

(Desired: an equal number of paid

and unpaid individuals.)

job planning meeting

 Job Search Bracket

Summary of job conditions (tasks,

setting, people, preferences…) to be

sought for person-- from the Person

Centered Employment Plan.

task

task

task

task

task

names of businesses/contact people

ideal work tasks for Jessica:

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instruction

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· outgoing people

cake decorator

nail tech work

display set-up

design work

floral design

2-Helen’s Florist

Helen Foster

1-Broadway Flowers

Mike?

9-Z’s Salon

Z

8-Affinity Salon

Joan Smith

4-Peggy’s Boutique

Peggy Dyer

5-Kohl’s

?

3-Bill’s Interiors

Bill Fister

7-Mel’s

Bakery

?

6-Kroger Bakery

Jill Johnson

Developing targeted job development

list –with contacts

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)

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.

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How we think about work.

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

Voluntary

Negotiation

Employee

Contribution

Employer

Needs

Derived from Marc Gold & Associates

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

DSCN0218.JPG

Unbundling

Demand

DSCN0023.JPG

Derived from Marc Gold & Associates

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

Advantage of

Specific

Competencies

Unmet Need

7.jpg

8.jpg

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 devotestime in an

interested business to learn:

•about the ways, the culture of the company,

how they do business and what’s important;

•the typical meansfor new employees learning

new tasks

•the typical peoplethat 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 peopleto the fullest extent possible.

derived from MG&A

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

•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 needsomeone 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

How we think about work.

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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