



SELN Case Manager Employment Training Curriculum

Module 3: The Employment Process **December, 2017**

1 – Importance of Employment

2 – The Employment Conversation

3 – The Employment Process

4 – Employment & the ISP

Module 4 Objectives

Increase knowledge of the employment services system and resources that are available to provide support at each stage of the employment process.

Gain an understanding of the importance of cross-agency collaboration in improving the service delivery system.

Let's Begin With DDA's Employment Focus

DDA's Meaningful Day Services

- DDA services and systems are 'realigning' to support Competitive Integrated Employment and Community Participation Outcomes
- Services are designed to provide a 'flow of services' that can lead to outcomes of Competitive Integrated Employment and/or meaningful community participation

DDA's Meaningful Day Services

- Meaningful Day services are designed to provide opportunities for individuals to seek employment, work in competitive integrated settings, develop skills, engage in community life, and control personal resources.

DDA's Meaningful Day Services

- They should be designed to be person-centered in nature with individualized employment and community-based outcomes and goals in mind.
- Meaningful Day services are not meant to serve as respite, day care or a place for people to be when they are sick. These services are also not meant to be made up of activities just to fill time.

Meaningful Day Services

July 2018	Addition in July 2019
Supported Employment	<p style="text-align: center;">Employment Services</p>
Employment Discovery & Customization	
Career Exploration (previously Transitional Employment) <ul style="list-style-type: none"> • Facility based • Small group • Large group 	<ul style="list-style-type: none"> • Discovery (3 milestones) • Job Development (90 hours) • Ongoing Job Supports (hourly billable) • Follow Along Supports (monthly billable) • Self Employment Development Supports (milestone) • Co-worker Employment Supports (time limited)
Community Development Services	
Day Habilitation Services	
Medical Day Care Services	

**SELN Case Manager Employment
Training Curriculum
Module 3: The Employment Process**

Lesson 1

We believe that employment is simply a person working at an individual job in a local business ...

- Earning prevailing wage
- Working alongside peers who do not have disabilities
- At a business located within the community, and not owned or managed by the support organization (or provider)

And ... doing what they love, pursuing a career

What is good employment search?

A perspective from SABE

- Get to know me
- Teach me to do my job
- Help keep me balanced
- Make adjustments to the job site
- Be a good role model
- Value peer-to-peer connections
- Know there may be barriers and support me

[The Truth Comes from Us - SABE](#)

competitive

friendships

discovery

networking

benefits planning

job creation

transportation

fading

career planning

supported

portfolio

job design

trust

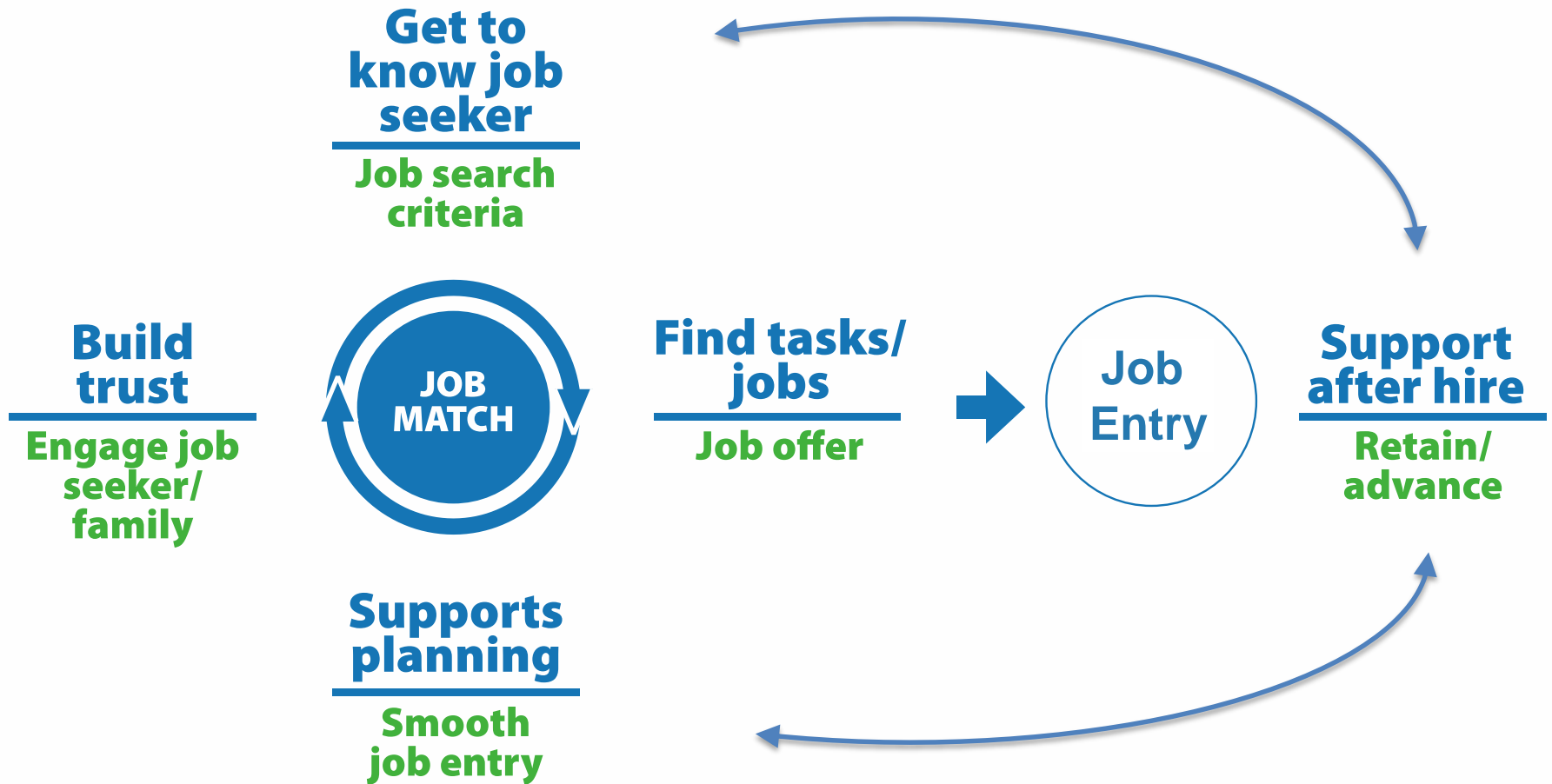
customized

systematic instruction

natural support

assistive technology

The Employment Process





Prerequisites

Activity	Service	Funding
Get to know	Discovery	DDA OVR
Supports planning	Discovery <-> Job development	DDA OVR
Job search	Job Development	OVR (DDA)
Job Entry		OVR (DDA)
Support after hire	Ongoing job supports Follow along supports Coworker supports	DDA

How do you build trust?

What does Building Trust look like?

Communication

- Listening
- Attentiveness
- Effective Questioning
- Intentional engagement
- Time with job seeker
- Time with family
- Having a plan

Always listen to the individual first and make sure that their voice is heard because it's very easy for that voice to get lost amongst agencies, the family, the state, the employer, other community members and team members..." participant

CCS role ...

Ask ...

What's the next action?

How is the individual involved?

How are family and others involved?

How often do you check in?

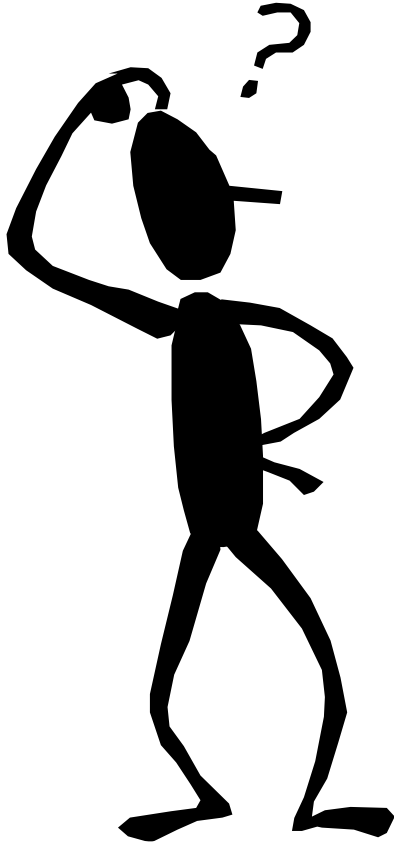
Expect ...

Steady progress

Good communication

Concrete roles for individual and family

Job Search



What is a “good job”?

Job Search



Thought
exercise:
Imagine you
won 10 mill tax
free ... what be
doing in one
month ... in 1
year ...

\$10,000,000

How do you get to know a job seeker?

Discovery

**Situational
assessment**

**Person centered
planning**

PATH

Job shadowing

Getting to know the job seeker

Listening

Ask “why” and “how come” questions

Spend time in meaningful places

Talk with people who know the person well

Outcome

Clear statement of job search criteria,
negotiable and nonnegotiable factors

Things to talk over with the person

- *What is important to me in a job*
- *What motivates me to work*
- *What life experiences can I offer*
- *How do I learn best*
- *What supports do I need*
- *What tasks do I want*

Important Factors to Keep in Mind

Type of Work

Location

Culture

Interaction

Supervision

Advancement

Money/hours

DUSTY'S DREAM

STAR

FRIENDS

DREAMS
COME
TRUE

SUPPORT

TRAVEL

WORK

PRESENTATIONS

Decorator



929 557 5 8
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CCS role ...

Ask ...

Have clear criteria for a job been identified?

Are the negotiables and non-negotiables clear?

What challenges or needs need to be considered?

Expect ...

There is a clear shared understanding of a good outcome

There are a range of job ideas that are specific to the person

Individual and family needs are identified

Job search



What process did you use to find your current job and career?

Job Search Considerations

Have a Clear Dream

Use and Build Networks

Use Employee Centered Marketing

Building a 30 day placement plan

- A month-long plan geared towards finding a job.
- The **first step** is coming up with a **list of tasks**
 - Very specific, so everyone knows exactly what they have to do
 - Divided up among the job seeker, employment specialist, and others
 - Measurable, so that it is clear whether or not they have been achieved

30-DAY PLACEMENT PLAN

Job Seeker: _____

Plan Dates: _____

Career Goal: _____

Skills and Strengths: _____

Person Responsible	Task	Due Date

Nurture Partners



Find tasks, not just jobs

Identify needs and opportunities

Job
restructuring

Identifying an existing job
opening and
removing/rearranging
duties

Job creation

Creating a new job
description that meets the
specific needs of the
employer and job seeker



Maggie: Planning for a job

Video from

www.RealWorkStories.org

John - Job Carving



Job Creation





CCS role ...

Ask ...

Are the individual and family engaged? Do they have a role in the process?

Are a full range of jobs being considered?

Is job creation and customization being pursued?

Is self employment an option?

Expect ...

Tangible progress and activity each month

Consideration of non-traditional or less common jobs

Creative outreach to businesses

Plan for supports



What else should
you be thinking
about while
looking for a job?

Plan for supports ... address concerns

- Communication
- Transportation
- Technology
- Job task support
- Maintaining friendships
- Benefit and work incentive planning
- Safety

Reid: Low tech supports

Video from

www.RealWorkStories.org

:35 to 2:00

CCS role ...

Ask ...

Expect ...

Supports after hire

What is the role of the employment consultant after hire?

Supports after hire

- Job design
- Workplace routines
- Orientation and training
- Job task supports
- Building relationships in the workplace
- Maintaining relationships outside the workplace
- Connecting workplace support

When is it a good job? Paying attention to the parts ...

Carrie: Natural supports at work

Workplace supports

Job Entry

- Orientation and introductions
- Task assignment
- Training
 - Mentor relationships
 - Training and support structure
- Social relationships
 - Workplace social routines
 - Common interests

Support after hire

What are the most common workplace interactions?

Most Common Workplace Interactions

*Survey
Says*

- Joking
- Teasing
- Helping with Work
- Chatting Casually
- Discussing Work
- Having Coffee or Meals Together
- Discussing Personal Life
- Asking for or Giving Personal Advice
- Teaching a Work Task

Henderson & Argyle, 1985

Flexible Resource Allocation

- Coworker Stipends
- Payment or Reimbursement Directly to Family Members or Friends
- Job Sharing Arrangements
- Stipend to the Company to Reimburse Training Costs

Francis - Nurturing Workplace Supports



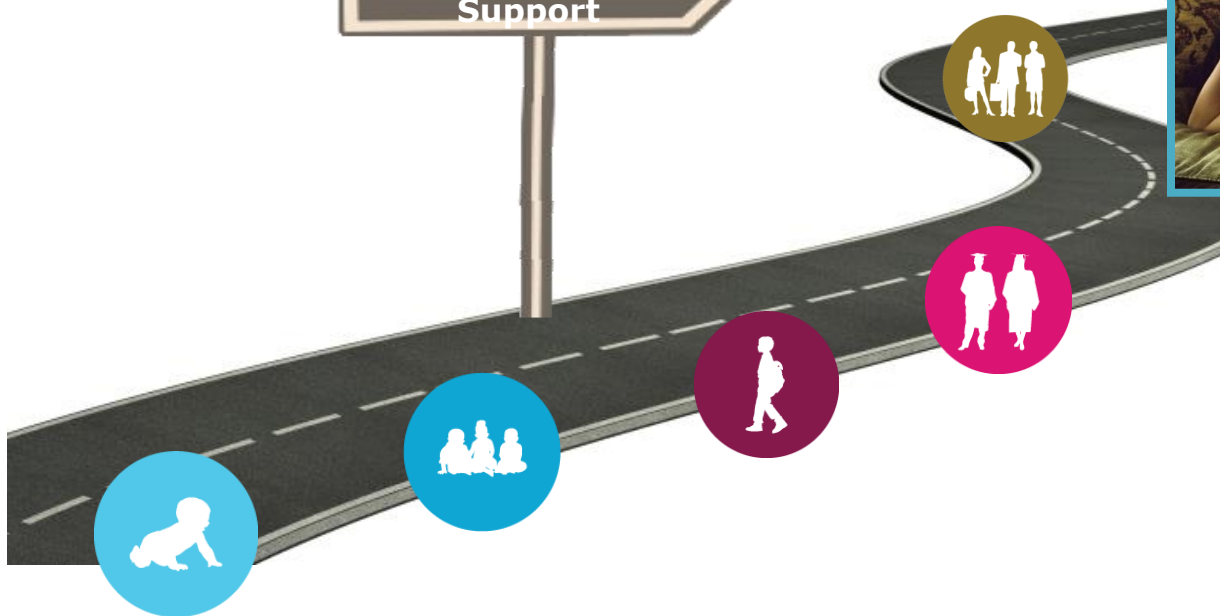
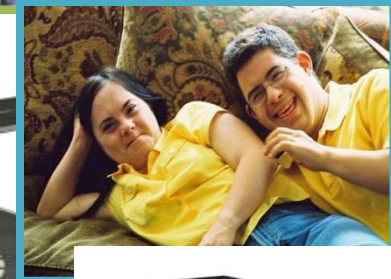
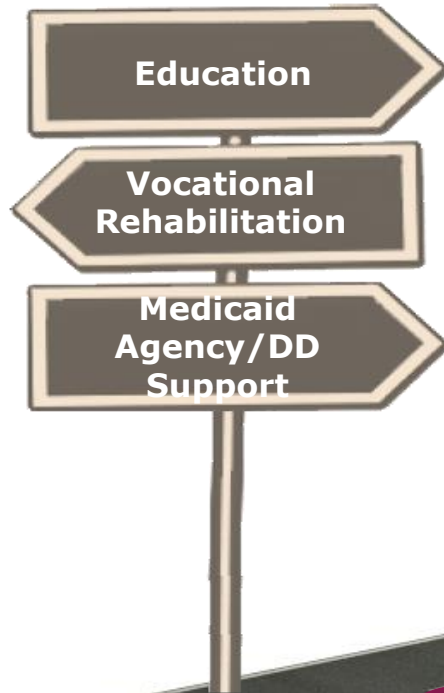
Just Do It

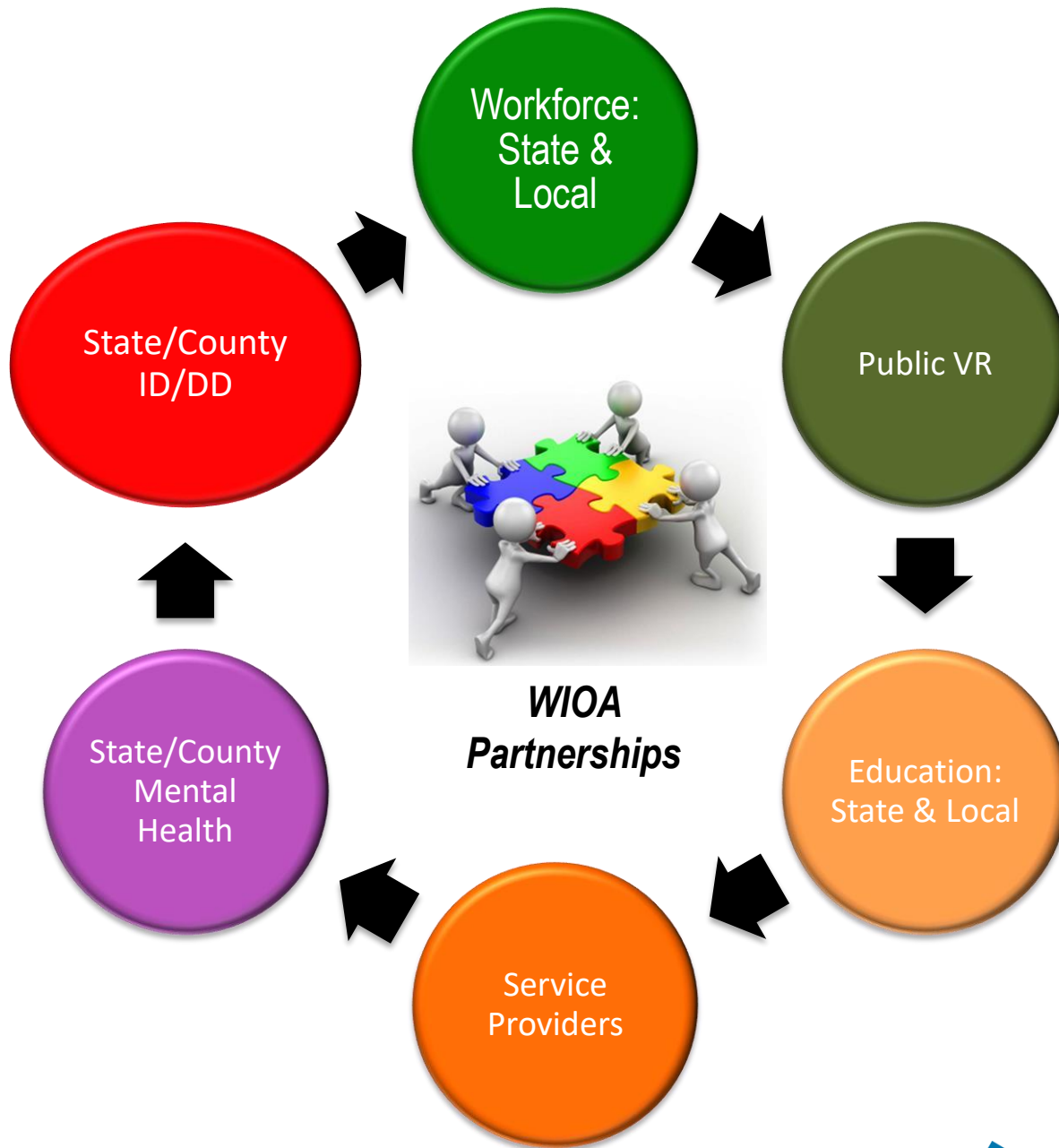
We have a 'strategic' plan. It's called doing things.

Herb Kelleher
Southwest Airlines

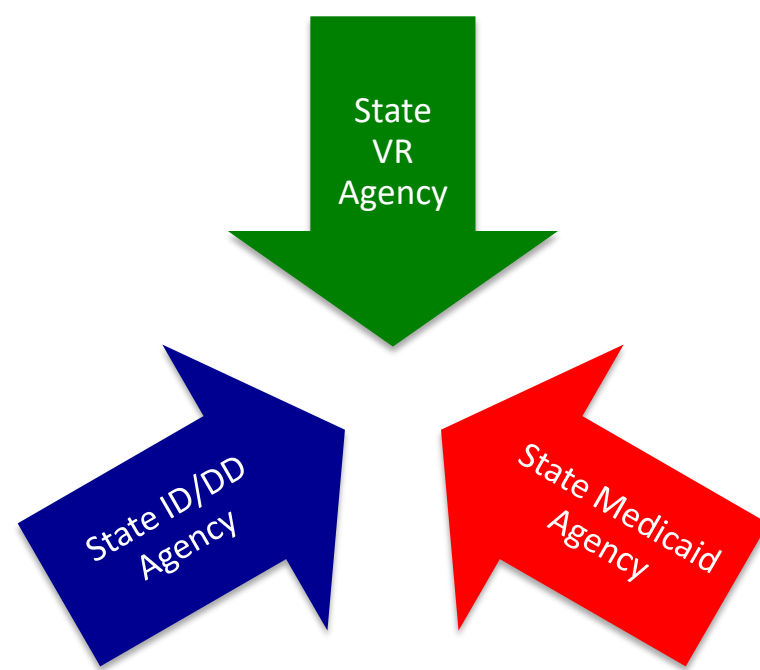
Who to Collaborate With?

Think Across the Life Span





Collaborating / WIOA



- Requirement for formal cooperative agreement between *VR*, and *state intellectual/developmental disability agency*, and *state Medicaid agency*, with respect to VR services for individuals with most significant disabilities
 - To facilitate and coordinate the smooth transition of students with disabilities from school to post-school activities, including the receipt of pre-employment transition services, transition services and other VR services.

VR and School System Collaboration

- VR agency, in collaboration with local school districts, must provide, or arrange for provision of pre-employment transition services for ***all students with disabilities*** in need of these services eligible or potentially eligible for VR services, ***using funds from VR & other sources as necessary.***

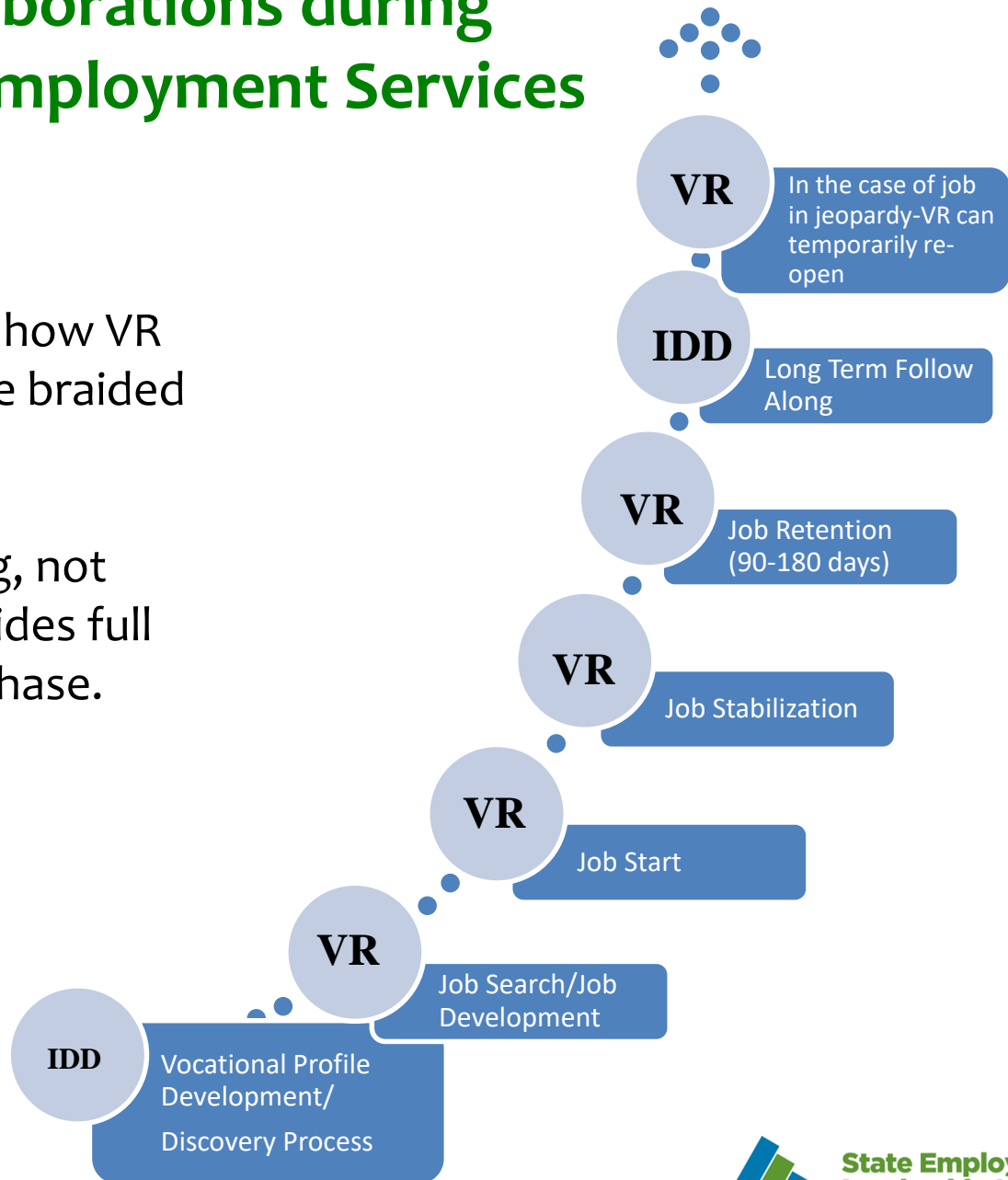
VR and DD collaboration

- The provision of long term supports is fundamental to supported employment. A VR Individual Plan for Employment (IPE) cannot be written without identifying the source of extended support
 - Based on unique and individualized circumstances, VR can pay for extended services only for youth with significant disabilities.

DD and VR Collaborations during each phase of Employment Services

One demonstration of how VR and IDD funding can be braided together.

Depicted is the funding, not necessarily who “provides full service” during each phase.



American Job Centers

- AKA- One Stop Career Centers
- provide an array of employment services and connect customers to work-related training and education.
- greater emphasis on one-stops achieving results for jobseekers, workers, and businesses.

Work Incentives Planning and Assistance (WIPA)

- Enable beneficiaries with disabilities to receive accurate information, and use that information to make a successful transition
- Community Work Incentives Coordinators:
 - provide in-depth counseling about benefits and effect of work on benefits;
 - conduct outreach efforts to beneficiaries of SSI and SSDI about Federal or State work incentives programs; and
 - work in cooperation with Federal, State, and private agencies and nonprofit organizations that serve disabled SSI and SSDI beneficiaries.

Networking, Networking, Networking





**Create a Positive
atmosphere of
creativity,
brainstorming,
expanding boundaries**



What you can do

- **Interact with community agencies and partners on a regular basis.**
- **Be aware and understand other partners and community programs.**
- **Make sure the process keeps moving**



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EXTRA SLIDES AFTER THIS POINT

Steps for Making Connections

- Identify interests, gifts, & contributions
- Prospect for possible connections
 - Where can interests be expressed?
 - Who do I know in these places? Who can I ask?
 - Identify opportunities for relationships
- Make introductions
 - Locate a host to make introductions
- Continue to support the relationship

Supporting Relationships

- Assisting people in initiating contacts
- Planning activities
- Topics for discussion
- Asking questions & listening
- Offering food & gifts
- Transportation

Assessing Workplace Culture

- Social customs
- Social activities
- Space
- Company image
- Ownership and Territory
- Eating and drinking
- Pace of work
- Cliques
- Ceremonies and celebrations
- Humor

Christina - The Gap



Train



Place

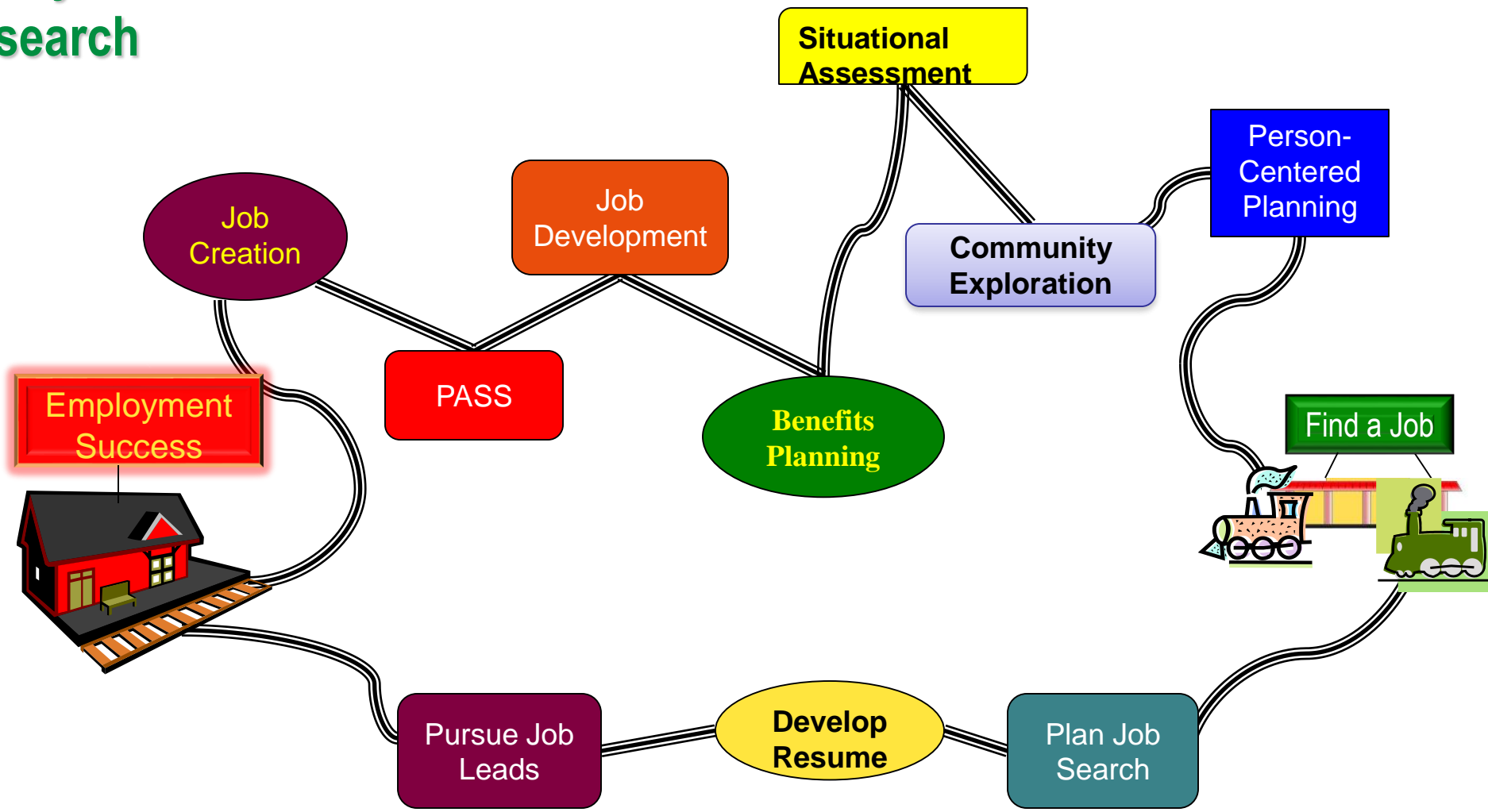
to

Place

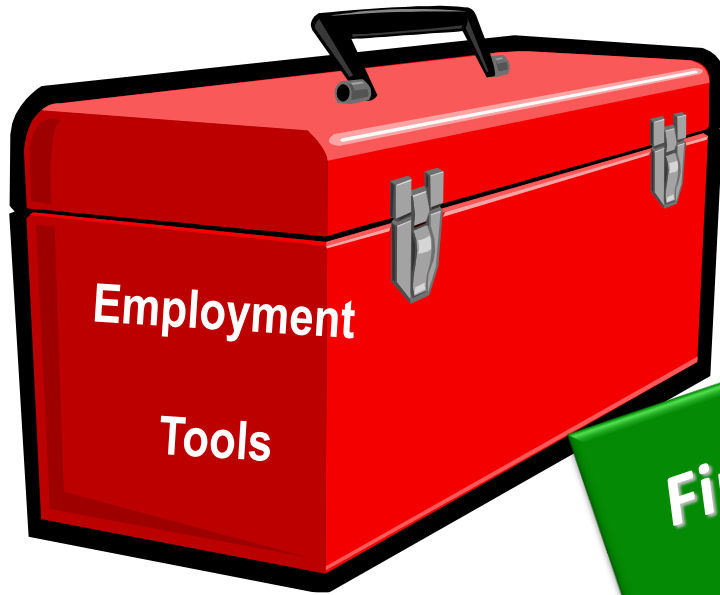


Train

Key elements to an effective search



There are lots of tools in the employment tool box.....



Find the best set of tools that will meet the job seeker's needs.

The Goal

- Full or part-time work in the typical labor market
- Business located in the community and not owned or operated by the support organization
- On the payroll of the community business
- Wages & benefits similar to those without disabilities performing the same work
- Fully integrated with co-workers
- Matches interests and gifts

Probably won't use but I use this as a thought exercise ... How would you solve a performance problem

