



agency for persons with disabilities
State of Florida

Best Practices

in

Supported Employment

(Pre-Service Training)



Presenter

Trainer's Name _____

Phone No. _____

Email Address:

APD Certified Trainer



Ground Rules

- Please mute cell phones
- Please return from lunch and breaks on time
- You must attend both days, (the entire class) and pass the test to be certified
- Participation is expected



Test

- 25 questions – Score of 70% or higher to pass the test
- Timed - 1/2 hr to take test - (30 minutes)
- Administered on site
- No books/notes permitted
- Certificate of Successful Completion or Certificate of Attendance issued



Prologue

- About APD
- Separation from Department of Children and Families, (Developmental Disabilities Program Office - DDPO) in 2004
- Mission



Introduction

to

Supported
Employment

“A lack of learning in any particular situation should first be interpreted as a result of inappropriate or insufficient use of teaching strategy, rather than inability on the part of the learner.”

- Marc Gold



History

Institutions were referred to as:

Schools

Hospitals

Farms

Asylums

Orient Institution for the Feeble-Minded

Ohio (1880's)

Custodial Asylum for Unteachable Idiots

New York (1890's)



1960's – 1970's

Conditions start to improve

Willowbrook State School in New York –
Senator Robert F. Kennedy

<http://sproutflix.org/store/willowbrook-last-great-disgrace>



1970's – 1980's

Dr. Bengt Nirje- Secretary General,
Swedish Parents Association for
Mentally Retarded Children:

- Normalization
- Rights
- Right to live, work, and play in one's community



1990's - 2000's

- ADA - More details in Section 2
- Push toward Supported Employment
- President Obama's mandate for more federal jobs for people with disabilities



PERSON FIRST LANGUAGE

- Person with a disability
- He has an intellectual disability
- Person with quadriplegia
- Person with cerebral palsy
- Person without a disability
- Accessible parking
- Person who uses a wheelchair
- He communicates with a device/gestures, etc.
- She has autism



Government Action

- Rehabilitation Act
- Education of All Handicapped Children Act
- Americans with Disabilities Act (ADA)



Basic Components of SE

- Paid Employment
- Integrated Work Sites
- Ongoing Support



SE Models

- Individual Placement Model
- Enclave Model
- Mobile Work Crew
- Small Business Model/Entrepreneur
- Supported Employment vs. Sheltered Employment



Ethics

- Say what you mean and mean what you say
- Keep your promises
- Be honest and maintain integrity



Review

What presidential action in the 1960's enhanced civil rights for people with intellectual disabilities?

Actions were influenced by the Willowbrook investigations initiated by Senator Robert F. Kennedy and the JFK/LBJ Administrations.



Review

Name one of the acts or amendments that was enacted in order to help persons with disabilities become independent.

The Americans with Disabilities Act



Review

Of all the supported employment models, which one is the most beneficial for the people with whom we work?

Individual Model

What is person first language?

Talking about the person,
not about the disability.



Review

Why is person first language so important?

Show of Respect and Validation

What are some of the values of supported employment?

Dignity of Risk/Freedom to Choose



LAWS AND REGULATIONS

Rules and Regulations Governing Supported Employment



All citizens, regardless of disability, have the right to pursue the full range of available employment opportunities, and to earn a living wage in a job of their choosing, based on their talents, skills, and interests.



Voc Rehab

Florida Statute §413.30(1)

(1) A person is eligible for vocational rehabilitation services if the person has a disability and requires vocational rehabilitation services to prepare for, enter, engage in, or retain gainful employment.



Voc Rehab

- Mission, Vision, Goals
- Department of Education
- Phase I



Flow of Job Seeker

With and Without
Medicaid Waiver Services

Go to pages 39 and 40
in Manual



WOTC

(Work Opportunity Tax Credit)

- Who is covered
- Use after the job seeker is hired
- Time sensitive

▶ <http://www.floridajobs.org/workforce/wotc.html>



ADA

(Americans With Disabilities Act)

- Title I prohibits discriminatory employment practices.
- Title II prohibits discrimination in public services, including transportation, and applies to all state and local agencies not just federally funded activities.



ADA Title III

- Title III prohibits discrimination in public accommodations and services that are operated by private entities.



ADA Title IV

- Title IV requires general public to also provide interstate and intrastate telecommunication relay services for persons who are deaf, hearing or speech impaired, and requires closed captioning of all public service announcements that are produced or funded by a federal agency.



Review

What is the agency/organization that funds Phase I for eligible job seekers?

Florida Department of Education's
Division of Vocational Rehabilitation (DVR)



Review

Name two activities funded through follow-along (Phase II)?

Face to Face with Employers/Job site visits

What is the WOTC?

Work Opportunity Tax Credit



Review

Who is covered by Title I of the ADA?

Qualified Individuals with disabilities

What businesses are covered?

Any business with 15 or more employees



Review

What is Florida's legal definition of
"supported employment?"

*"Supported employment' means employment located or provided in an **integrated work setting**, with **earnings paid on a commensurate wage basis**, and for which continued support is needed for job maintenance."*

Section 393.063(38), Florida Statutes 2012
(emphasis added).



DISCOVERY



Discovery provides a substitute to comparison-based testing procedures in that already existing information is utilized rather than information developed through formal assessment methods for purposes of answering the question, "Who is this person?"

- Michael Callahan, 2012



Observation and Conversation

- Observe in natural setting
- Listen
- Avoid asking formal questions



Steps to Discovery

1. It is best practice NOT to read the file before meeting the job seeker
2. It is best practice to NOT talk to others before you meet - if you do, disregard this information
3. Set up the meeting
4. The job seeker always determines the location



Steps to Discovery

5. Have several meetings with the job seeker
6. Talk to those who really know this person after the first meeting or two
7. Read the file only after the first meeting
8. Be aware of other key bits of information to observe

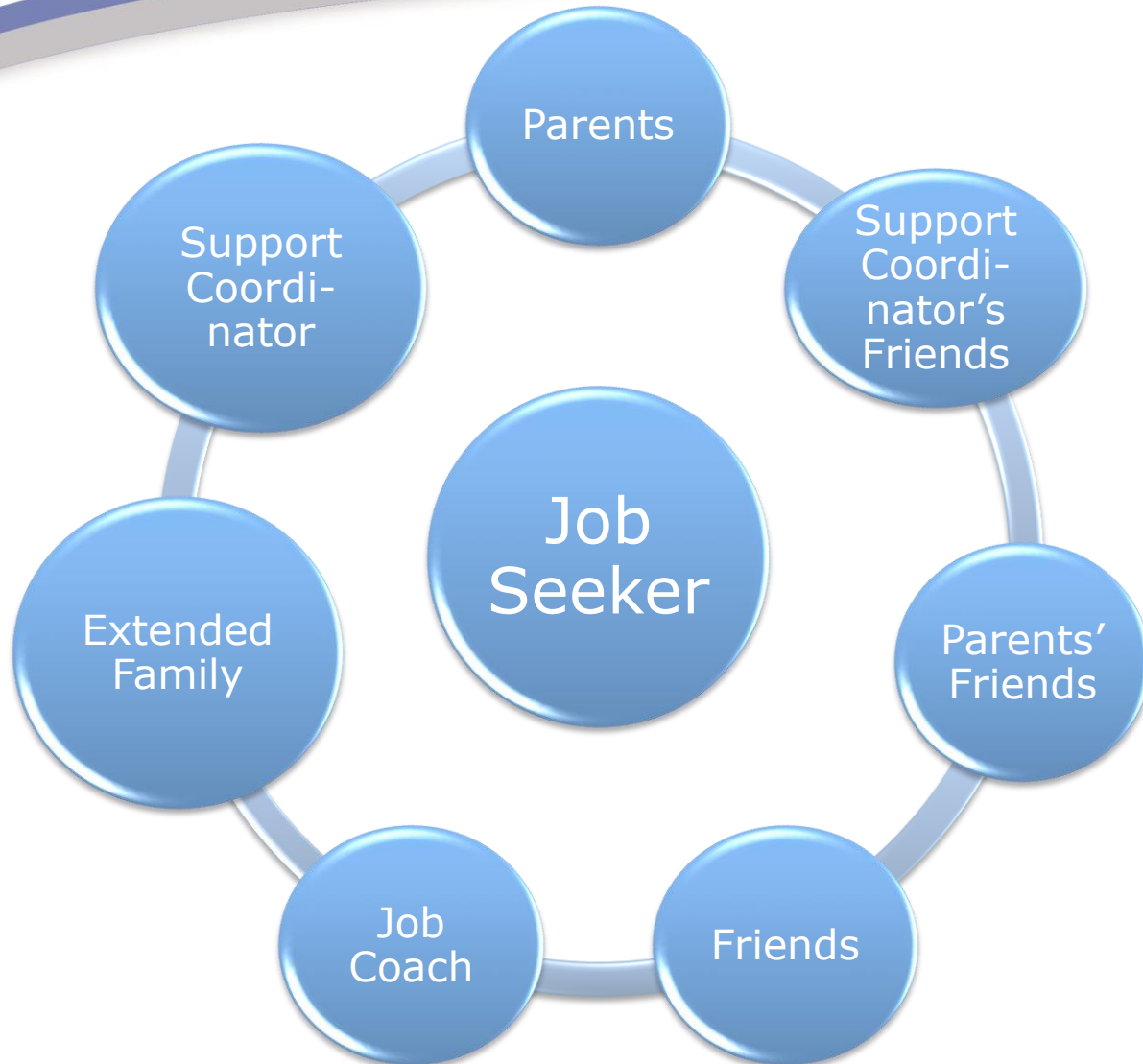


Steps to Discovery

9. Begin developing a profile of key information
10. Have the employment profile meeting



Circle of Support





Employment Profile Meeting

- Location: where ever the job seeker wants
- Networking!!
- Keep the Positive Energy Going
- Follow Up!



Review

What is Discovery?

Spending quality time with an individual, getting to know them, their interests and skills.

Why is it important to observe someone where they are comfortable?

Observation is best done in the job seeker's natural environment.



Review

What is the reason for talking to other people in the job seeker's life during the Discovery process?

The people around the job seeker know them best.

Why are traditional evaluations given less weight during the Discovery process?

A person deserves a fresh look, as some evaluations may be dated.



Review

What tools are available to help with Discovery?

Circle of support meeting/observation



Preparing Resumes and Interview Techniques



“We have good reason to believe generally that person-centered, community approaches lead to superior results for people with disabilities. And philosophically, it makes a great deal more sense to focus on individual capacities and desired futures as opposed to deficits and remediation.”

-Dale DiLeo, 2012



Preparing Resumes

Resumes Versus Applications



Resumes

- Accentuate the Positive
- Downplay the Negative
- Two Kinds of Resumes
 1. Chronological Resume (CR)
 2. Functional Resume (FR)
- Three Main Sections
- Paper versus On-line



Chronological Resumes

- ▶ Good choice for certain people
 1. Preferred by employers
 2. Person has good work history
 3. Person has strong skills
- ▶ Chronological Resume Structure
 1. Highlights
 2. Work Experience (see next slides)
 3. Education



CR Work Exper. Section

1. Don't list jobs less than 3 months old unless temporary.
2. Focus on job title, not company.
3. Dates

Last Job: Dec 2009 – Apr 2010

2009 – 2010

Previous Job: Jan 2008 – Dec 2009

2008 - 2009



CR Work Exper. Section

1. Don't list jobs less than 3 months old unless temporary.
2. Focus on job title, not company.
3. Dates

Last Job: **Dec 2009 – Apr 2010**

2009 – 2010

Previous Job: **Jan 2008 – Dec 2009**

2008 - 2009



Functional Resumes

- Good choice for certain people
 1. People with jobs gaps
 2. Multiple jobs of short duration
 3. People with strong volunteer history

- Functional Resume Structure
 1. Highlights
 2. Work Experience (see next slides)
 3. Education



Examples of Resumes

1. Chronological
2. On-line (Plain text format)
3. Functional

apod Other Things to Consider

- References
- Thank You Letters



Interview Preparation

- Packaging
- Intro/Exit
- Disclosure
- Interview Questions
- Ex-Offender Preparation



Review

What type of resume is preferred by employers?

Chronological



Review

Should you invite business people to help with interview preparation?
Who? Why not?

Yes.

Potential Employers.

They may become a possible employer and you are able to practice interview skills in a “real” environment.



Review

Is the job application a legal document?

Yes!



Review

- What are the key sections of a resume?

Highlights, Experience and Education

- What is the difference between expunging and sealing documents?

Expunging destroys the record.

Sealing closes the record to public view (except Government agencies) and can be expunged after 10 years.

Making Marketing Work for You



“Employers do not generally understand the variety of employment strategies utilized today, and no employer hires a program, they hire individuals.

Employers probably do not care that you have a Supported Employment Program. Giving such information only serves to muddy the waters.”



What is Marketing?

Quality

- ▶ Deliver work skills promised
- ▶ Job seeker obtains the position targeted

Value

- ▶ Good return on investment for business
- ▶ Good business sense: not charity
- ▶ New employee successful by obtaining necessary job support



Customer Service

- ▶ Dependable, reliable employment specialist
- ▶ Proactive job assistance provided



More Marketing

- Image
- Networking
- Making the Right Connections
- Results of Networking



Strategies for Saving

the Employer Money

- Innovative Marketing
- Searching for Leads – Who to Talk to? When to Talk to Them
- Team Building
- Identify and utilize other region-specific venues



Employer Concerns

Myth vs. Fact

Job Matching

Job Analysis Form



Review

- Is marketing selling? Why? Why Not?

No.

It is identifying a need and providing a product or service for that need.

- Name some of the resources you can use to build job leads.

Chamber of Commerce/Family Members/
Workforce Innovation



Review

- What are the 3 important attributes of supported employment?

Quality, Value, Customer Service

- Name 5 components of a job analysis.

Work Routine/Attire/Rate of
Pay/Training/Orientation

- Why is job matching important?

Better ensures success of the job seeker



Job Coaching

How to Teach Adults and Provide Follow-Along Services



The quickest road out of significant disability is to experience supports from family, friends, and competent professionals who know how to interact with people in a dignified and non-patronizing way.”

- Paul Wehman, Ph.D.



Key Concepts

- Adults not Children
- Pedagogy vs. Androgogy
- Motivation and Responsibility
- Proper Forms of
Positive Reinforcement



WAYS WE LEARN

Action

Experience

Repetition

Trial and Error

Success



Building Natural Supports

- Observation
- Developing Relationships
- Search for common interests
- Job Coach/Employment Specialist should stay out of the middle



Challenges on the Job

- A change in direct supervisor
- A change in task
- A natural support changes jobs or work area
- Medication change
- Changes occurring outside of the job



Fading

- Discuss the plan with everyone involved
- Start from day one
- Timeframe will be individualized



Follow Along

- Handbook requires two site visits per month
- Make sure everyone has your current contact information
- Task analysis



Review

- What are some of the differences in training adults and children?

Responsibility of the learner/Motivation

- Why should you help to build natural supports on the job?

Job Seeker has support needed
when you are not there



Review

- Is motivation something that can be forced upon the job seeker?

No/It must be internal

- Fading is an important and necessary part of the employment process for the person we serve - when should it start?

It depends on the individual



Review

- What are some of the ways people learn?
Repetition/Doing/Trial and Error
- Based on the Medicaid Waiver Handbook, can a Job Coach reduce job site visits to less than 2 visits per month?
Yes - with permission of the employee and their supervisor



Test and Evaluation

- Prior to the test, move so that there is at least one seat in-between you and the next person
- Please keep your eyes on your own test
- Please do not talk even when your test is completed; others are still taking the exam.



Test and Evaluation

- After completing your test, if you wish to talk please wait outside. But if you leave the room, you cannot return to class until the last person has completed the test.
- If you have not done so, please complete the course evaluation before you leave.



Thank You!

Please type the trainer's contact information here.