

SDEP Module 10-Getting the Help You Need by Hiring Individual Employment Supports

1. SDEP Module 10 11-13-12

1.1



in Control
Wisconsin

Self-Directed Employment Planning

Module 10: Getting the Help You
Need by Hiring Individual
Employment Supports

Wisconsin BPDD

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Notes:

Welcome to Module 10 of the Self-Directed Employment Planning Training. This module is called “Getting the Help you Need by Hiring Individual Employment Supports.”

1.2 About this Module



Notes:

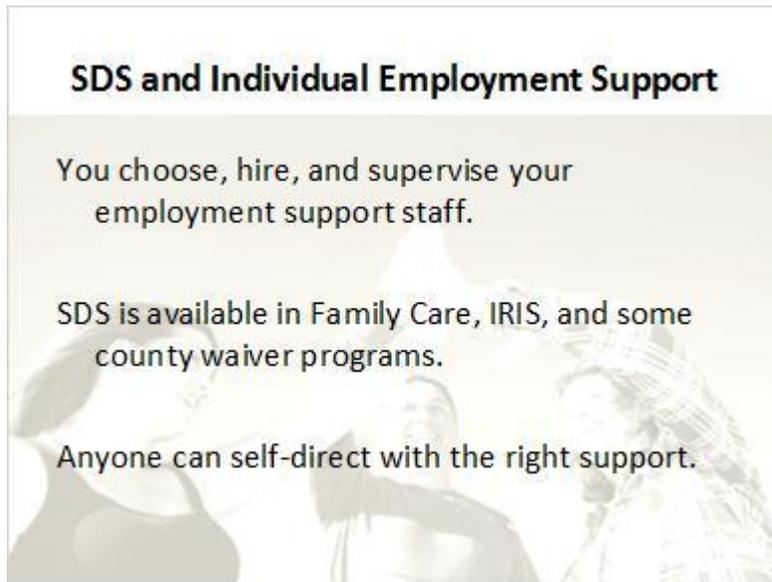
In this Module, you will learn about another way that you can get the support you need to implement your employment support plan. You can use Self-Directed Supports to hire one or more individuals to help you with different parts of your employment support planning process. These people are sometimes called individual employment supports.

If you think you might want to hire individual employment supports to assist you with your employment support needs, you should take the time to answer the questions in Section 10 of the Self-Directed Employment Planning Booklet after you complete this module.

If you know that you want to work with an employment support agency and you do not want to learn about hiring individuals to provide your employment supports at this time, then you may want to work on completing your employment support plan now rather than going through this module. However, if you are not sure whether you want to hire an agency or an individual, this module can help you decide.

If you have not downloaded the Self-Directed Employment Planning Workbook yet, click on the Resources tab on the upper right hand corner of the screen to download the workbook before you go through this module.

1.3 SDS and Individual Employment Support



SDS and Individual Employment Support

You choose, hire, and supervise your employment support staff.

SDS is available in Family Care, IRIS, and some county waiver programs.

Anyone can self-direct with the right support.

Notes:

Self-Directed Support (or SDS) in long-term care allows you to choose, hire, and supervise people to provide you with the support you need to live and work in the community. With SDS, you become the employer of your support staff. You can designate or work with someone to help you manage the day to day activities of your employee or employees.

In Wisconsin, Self-Directed Support is available through Family Care, IRIS, and some County Waiver programs, such as with Dane County. Self-Directed Support can provide you with more choices and more authority that you may not otherwise have with more traditional services. This kind of control and authority also comes with responsibilities. You will learn about the responsibilities involved in recruiting, hiring and supervising your support staff using SDS. Some people may need help from guardians or trusted family members or friends to be Self-Directed, but anyone, regardless of disability, can self-direct their supports.

1.4 Steps to Hire Individual Employment Supports



Notes:

If you want to use SDS for individual employment supports, there are seven main steps that you should know about, these are:

- One, creating a job description for your support workers
- Two, deciding on how much you will pay for support
- Three, strategies for recruiting support workers
- Four, interviewing and selecting support workers
- Five, creating a service agreement
- Six, providing training to your support workers, and
- Seven, supervising your support workers.

1.5 Step 1: Create a Job Description

Step 1: Create a Job Description

Think about:

- Your plan and goals
- Help you need
- Qualities and preferences



Notes:

If you want to hire individual employment supports to help you with your employment goal, it will be very important for you to think about your employment goals. You should think carefully about exactly what you want a support person or people to do for you to help you get to your goal. For instance you may need to explore your work options so that you can determine what you want to do. Some people you meet might be very good at one or two parts of the employment planning process (such as assessment and/or job development). But these same people may or may not have the knowledge or experience you need to provide job training or ongoing support after you start your job.

Through this training, you should have taken the time to think about the parts of employment planning that you will need help with. If you plan to hire individual employment supports, the next step is to think about the qualities you want the person or people to have who are helping you. For example, is it more important to you that they have a lot of experience or that they are very enthusiastic about the work they will do with you? Or, do you want both? Do you want someone who lives close to you so you can meet often, or are you ok with telephone calls and e-mails. Do you want to find someone who knows a lot of people in the community so that they can help you network and connect to others? Do you want someone who is outgoing, has sales skills, or has teaching and training experience? These are some of the things you will want to consider. You may also have other preferences for the people you work with.

1.6 The Job Description

The Job Description

Should include:

- Job Title
- Expectations
- Hours per week
- Wage
- Experience needed
- Training available



Notes:

Once you have thought about the specific parts of the employment process that you need help with and the qualities of the person or people you want to work with, the next step is to create a job description. Your Individual Employment Supports job description should include:

The job title for the position

The general expectations and job duties the support staff will have

The number of hours per week (and the schedule if you have one in mind)

The hourly wage or amount you plan to pay the support staff

A list of the experience and qualifications you are looking for, and

Training that may be available (or required) for the person

1.7 Use the Resource Guide

Use the Resource Guide

Sample Job Descriptions are in the Resource Guide



Notes:

In the Resource Guide you will find a couple example job descriptions. You can use these to get ideas, but the job description you create will probably look different.

1.8 Step 2: Decide How Much to Pay

Step 2: Decide How Much to Pay

Think about:

- Your budget or resources
- Training costs



Notes:

After creating your job description you will need to decide how much you will pay the support staff. How much you can pay your staff person is based on the resources or budget available to you. You should work with your DVR counselor and long-term care program to figure this out. They may have suggestions, or written guidance, about the amount you can pay the different kinds of staff you have.

You may also want to consider training options for the person you decide to hire. A person that you know and want to hire might have the positive attitude and enthusiasm you want but might not have the more 'technical' information about how to help people with disabilities find and keep jobs. You can use your part of your SDS budget to pay for staff training. More information about training options for individual employment supports will be presented later in this module.

1.9 Step 3: Recruiting

Step 3: Recruiting

- Learn about your options
- Create your advertisement



Notes:

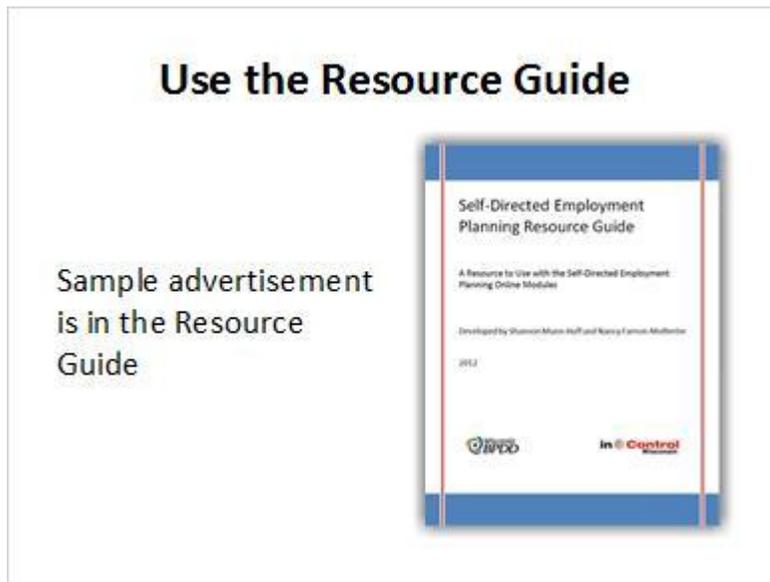
There are different ways you can recruit and hire your Individual Employment Support Providers. If you are working with a Long Term Care program like Family Care or IRIS, you have some options you can ask about. These include hiring individual employment supports directly using the Fiscal Employer Agent model or using a “co-employment” option where you share responsibility with an agency to recruit, hire, and supervise the people who support you. The person you work with from your Long-Term Care program should be able to explain these options to you.

If you are working with DVR and prefer to work with an individual employment support staff, rather than a contracted vendor for job development or job coaching, you should talk with your DVR counselor to develop a plan to make that happen. While DVR

typically relies on their contracted vendors for services it is possible to individualize services on a case by case basis.

Once you have written a job description and learned how you can hire your support staff, the next thing to do is to create an advertisement for the position and begin the process of looking for one or more people to hire. When you are advertising, you will need to include a job title, general job duties, and number of hours per week, pay, and how they should contact you for an interview.

1.10 Use the Resource Guide



Notes:

An example of an advertisement for an employment support specialist is in the Resource Guide. You do not have to use that job title or make your advertisement look just like the example. The important thing is to take the time to think carefully about what you need help with, the qualities and qualifications you are looking for, and the amount of money you have available to hire someone. That information should be reflected in both the job description and the advertisement.

1.11 Step 3: Recruiting

Step 3: Recruiting

Share your ad:

- People you know
- Community boards
- Newspaper
- On-line (WI Job Center)



Notes:

After creating your ad with the support of your planning team, you can give it to people you know to help you find someone. For example, if you have a care manager from an MCO or an IRIS consultant, either of those people can help advertise your available employment support specialist position through their network. In addition, you may have a DVR counselor, family member, or support person from another part of your life who can help you. If you are still in school or recently graduated, your teacher or other school personnel might be able to help too.

You can post your ad on community boards around town. These can be found at libraries, grocery stores, community centers, coffee shops and convenience stores.

Most communities have one or more newspapers that advertise jobs. You can submit your ad to one or more of these newspapers in your area. Advertising through newspapers will cost money. If you are working with a Long-Term Care program, these costs can be covered by that Long-Term Care program as part of your support and services plan.

Another way that you can advertise is post your advertisement on-line. Some job posting web services include Job Center of Wisconsin and the Wisconsin Job Network. You should also ask your team about other on-line job boards and recruiting sites.

1.12 Step 4: Interview and Choose

Step 4: Interview and Choose

- Request resume or application
- Decide who to interview
- Plan your interview questions ahead of time



Notes:

After you place your ad, people who are interested in the position will contact you (or the person you designated in the ad as the contact person). You will need to get information, maybe in the form of an application or resume, and have interviews with these people. If you are working with a Long Term Care program, they should have given you the resources and told you about the process you will need to go through to hire the support person that you choose.

It is wise to plan out how you will interview people before you place your ad. One of the best ways to plan for an interview with prospective employment support person is to develop a set of interview questions that you want to ask.

If your goal is to get a job working for someone else, the questions you ask of a possible individual employment support person will be different than the questions you ask if you want to be self-employed. You should start each interview by introducing yourself and provide an explanation of your goals and what is important to you.

1.13 Interview Questions



Notes:

These are some important questions that you will want to ask if your goal is to get a job:

What interests you about this position?

Describe your education, training, and work experience?

Do you have experience related to employment supports? If so, describe that to me.

Have you helped other people get jobs?

How might you go about helping me look for a job?

How might you help me learn more about my interests, skills and the kinds of job tasks that I could do?

Do you have experience helping people learn their jobs?

What do you know about job coaching? Have you heard of or used a task analysis and systematic instruction before?

How would you help me be as independent as possible at my job?

What do you know about job accommodations or assistive technology to help people become more independent at their jobs?

Describe your work style?

Are you willing to learn about and try new things to support me?

Are you willing to work with my planning team to help me reach my goals?

How much do you expect to be paid?

Is there anything else that you would like to share with me?

1.14 Interview Questions



Notes:

If you decide that you want to start your own business and you are looking for individual employment supports to help you, the questions you ask will be different from the ones a person asks if they are looking for a job. You will want to start each interview by introducing yourself and provide an explanation of your goals and what is important to you.

Some important questions to include in an interview with someone who will help you plan your business are:

Describe your background, training and education with business development.

Have you ever been self-employed? If so, what did you do and for how long?

What did you like about being self-employed?

What didn't you like about being self-employed?

Have you helped others to start businesses? If so, how? What kinds of businesses did they start? Have those businesses been successful?

Tell me about how you would support me to conduct market analysis of my business idea?

Have you written business plans before? Were you able to get secure start-up funding?

What business planning resources do you like to use?

Have you helped people to market their businesses/products?

Describe your work style?

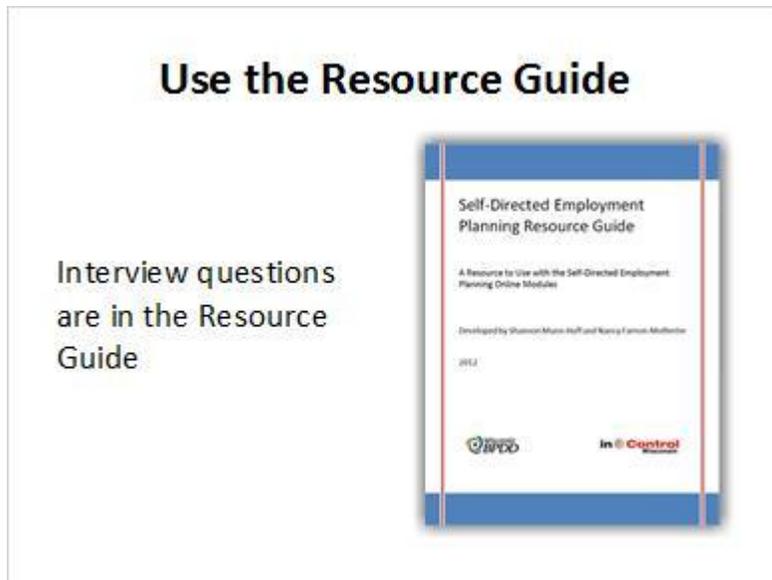
Are you willing to learn about and try new things to support me?

Are you willing to work with my planning team to help me reach my goals?

How much do you expect to be paid?

Is there anything else you would like to share with me about the supports that you can provide to help me start my own business?

1.15 Use the Resource Guide



Notes:

Both sets of these questions can be found in the Resource Guide. You can copy and use this template during interviews if you want to do that.

You do not have to use the sample questions we have provided. You might have other questions in mind that are more important to you. If that is the case, then you should think about what those questions are and write them down when you are preparing to interview people to provide individual employment supports.

1.16 Step 5: Create a Service Agreement

Step 5: Create a Service Agreement

Summarize your expectations and the person's responsibilities



Notes:

Once you choose one or more people to help you with your job search or plan to start a business, it is wise to work with that person (or people) to create a service agreement. This agreement should summarize your expectations for the person, as well as the responsibilities that you will have during the process of working with them.

It is important to remember that the relationships you have with your individual employment support people are business relationships. The person (or people) will be getting paid to provide you with the supports that you want and need to find employment, or start your business. As you learned in Module 8, you can choose to work with individual employment supports or agencies on some or all parts of the process to get to your employment goal.

1.17 The Service Agreement

The Service Agreement

Should include

- Start date
- Pay rate
- Tasks
- Timelines
- Responsibilities
- Checking in
- Ending of agreement



The image shows a magnifying glass held over a document titled "EMPLOYMENT AGREEMENT". The document text is partially visible through the lens and includes sections like "1. EMPLOYMENT", "2. DUTIES OF EMPLOYEE'S DUTIES", and "3. MANNER OF PERFORMANCE". A red pen is also visible on the document.

Notes:

Given that this is a business relationship, an agreement can help everyone (including you) to stay on track and complete steps in a timely manner. Whether you are looking for a job where you will work for someone else or you plan to start your own business, it can take some time to reach your goal. It can take even longer, however, if you and your support team members are not working well together. Each person must do their part to keep the process moving along.

An agreement can be as simple as one page of the information that you have discussed with the person prior to hiring them to work with you. Some important parts of the agreement should include:

When they will begin working with you,

How much they will be paid,

A list of the tasks they will help you to complete,

Training that they will need to work with you most effectively,

Timelines for each task,

A list of the person or people responsible for completing each task (you too),

A tentative schedule of meetings to check in and discuss progress,

A description of what will happen if timelines are not met within reason, and

An end date to the contract - a date when a new agreement will be created or when the relationship will stop.

1.18 Use the Resource Guide

Use the Resource Guide

Sample service agreement is in the Resource Guide



Notes:

A sample Service Agreement is in the Resource Guide. As with the interview questions, you may want your agreement to be different. That is OK. You do not have to have one, but it is a wise idea.

1.19 Step 6: Train Your Support Staff

Step 6: Train Your Support Staff

1. Decide what training the person needs
2. Work with your team to create a plan
3. Seek out on-line and in person training

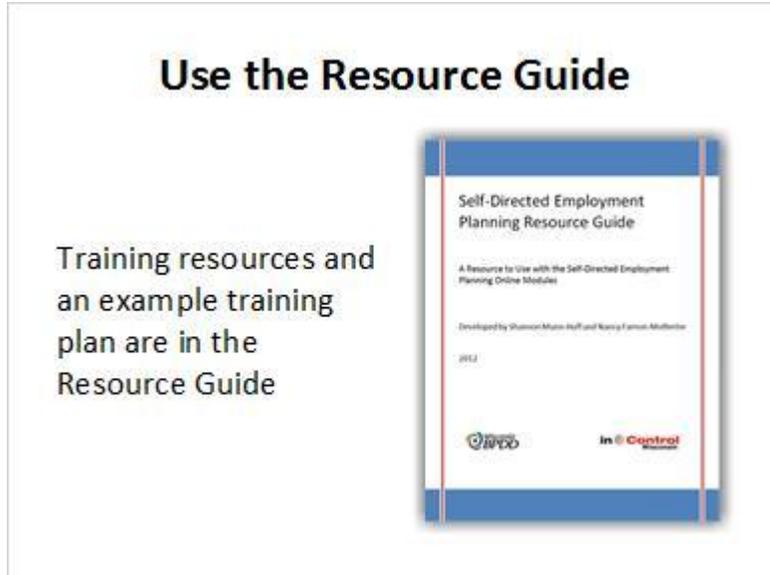


Notes:

When you hire an individual or individuals to help you with your employment search process, you may make your hiring decision based on criteria other than experience and training. Or, you may choose to hire someone to help you with all four parts of the process even though they only have training and experience in two or three of them. That is ok. As you learned earlier, it is possible for the person you hire to get additional training. For example, you might want your employment support staff person to learn about business plan writing or job training using systematic instruction. There are a number of other topics that you might feel are important to you. You can make a training plan part of the service agreement you create, or you can have a separate training plan.

Training opportunities exist in Wisconsin for employment service professionals and for individual employment supports. There are also on-line training options and resources that you can pull together to create a training plan that gets your individual employment support person up to speed on how to provide the support you need. In the Resource Guide you will find a section for Individual Employment Support training options. You can work with your team to plan out how you will provide training for the people you hire. Some of these training's may cost money. The costs to provide training to your individual employment support staff can be covered by your long term care program service plan.

1.20 Use the Resource Guide



Notes:

Training resources and a training plan template are in the Resource Guide. You can look at these and work with your team to create a training plan that makes sense for your new individual employment support person. This is only a sample, and the training plan

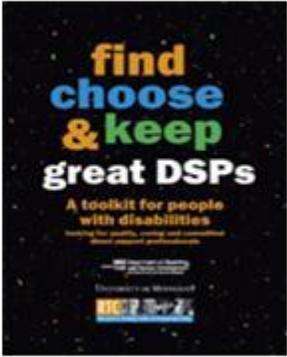
you develop for the person you hire will probably be different.

1.21 Step 7: Supervise Your Support Staff

Step 7: Supervise Your Support Staff

You should:

- Set expectations
- Give feedback
- Get help if you need it
- Create a back up plan



Notes:

Once you choose your support staff, complete the paperwork to hire them, and provide necessary training, you will need to supervise them. Supervising your staff involves making it clear what their responsibilities are, setting day to day expectations, and talk with them about how they are doing on the job. You can supervise your staff with help from a family member or representative.

You should also create a backup plan in case your staff person is not available. Talk with your long term care program staff to create your back up plan.

Be sure to check out the websites featured in section 10 of the Resource Guide. *“Find, Choose and Keep Great DSPs”* is a set of booklets that provide excellent guidance to people with disabilities and their family members on how to recruit, hire and keep direct support staff. While this booklet is geared toward general direct support, not employment specific support, most of the information still applies. You can modify templates to suit your needs.

1.22 What if it isn't working out?

What if it isn't working out?

- Sometimes unexpected things happen and plans slow down
- If problems persist, you need to find out why
- Work with your team to develop solutions



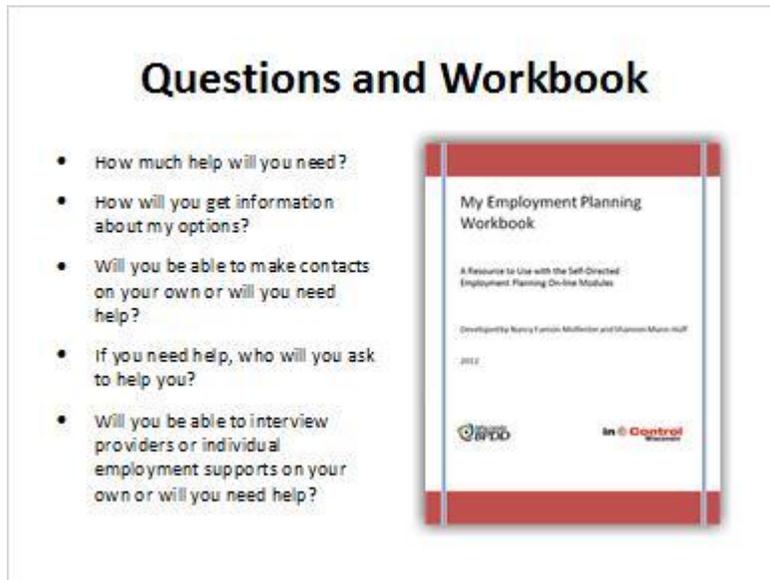
Notes:

Sometimes things go smoothly during the employment planning process, and sometimes there are things that happen along the way to slow the process down. You can probably think of times in your life when things did not go exactly as you expected them to go. This may happen with your employment planning. Sometimes things happen that are not expected. Sometimes these are things that you and your Individual employment support person have no control over. For example, a prospective employer might have an informational interview set up with you and then need to postpone the meeting with you. Or, you might have a work experience lined up and then come down with the flu. Your Individual employment support person may have unexpected things come up too. However, it is perfectly reasonable for you to expect that the timelines for tasks related to your employment support planning do not get too far off track due to too many unexpected issues with your Individual employment support staff. Generally, the person you hire should follow through on the things that they say they are going to do for you. If they do not, then you may need to go through a process to find out why things are not getting done and why you are not making progress in your employment search. It is important to make sure that you are also completing the tasks assigned to you also.

If you become unhappy with the supports you are receiving, then it is wise to work with your planning team to consider the reasons why you are not happy. Then you will want to meet with your individual employment support person to discuss the reasons why you are not happy. It is a very good idea to have other people with you, like a friend, family member or the person from your long term care program, at the meeting in order to have other people who hear what you have to say. If a period of time goes by (typically 6 months or more) when you are not pleased with the progress you are making and you feel that it is because one or more people you have hired are not following through on the tasks they have been assigned or supporting you in the way that you had planned, then you may need to let that person go. You may want to give that staff person notice (2 weeks or more) so that you can begin searching for a

replacement. Check with your long term care program for guidance on terminating support staff.

1.23 Questions and Workbook



Notes:

Sections 9 and 10: Getting the Help You Need. The questions in the Workbook that go with Modules 9 and 10 include:

What parts of the employment planning process can you do on your own (or with the support of your family), and what parts will you need help from an agency, or individual employment supports to complete?

There is a chart on the Workbook for you to use. (You should put an X in the right box for you)

For each parts of the Employment Process, you will decide:

I can do this on my own or with the support of my family

I would like help from an Agency

I would like to hire Individual Employment Support

The parts of the Employment Planning Process Listed in the chart are:

Assessment: Deciding what you want to do and what your skills are

Job Development: Finding a job that matches your skills and interests

Business Planning (if you want to start your own business): Figuring out how my

business will be successful and writing a business plan
Initial Job Training: Learning the tasks for your job or business
And, Ongoing Support: Help for you to stay successful at work

2) If you are interested in working with an agency, how will you get information about my options? (you should circle all that you want to use)

DVR
ADRC
MCO
IRIS
School
Friends and family
On-line, visiting agency websites
Other:

3) Will you be able to gather information about your options and make contacts on your own or will you need help? (you should circle what you feel fits you best)

4) If you need help, who will you ask to help you?: (list one or more people here)

5) Will you be able to interview providers or individual employment supports on your own or will you need help?

Remember, there are sample interview questions in the Resource Guide. You can use those or create your own questions when hiring an agency or individual employment supports.