

SDEP Module 6-People Involved in Planning and Providing Employment Supports

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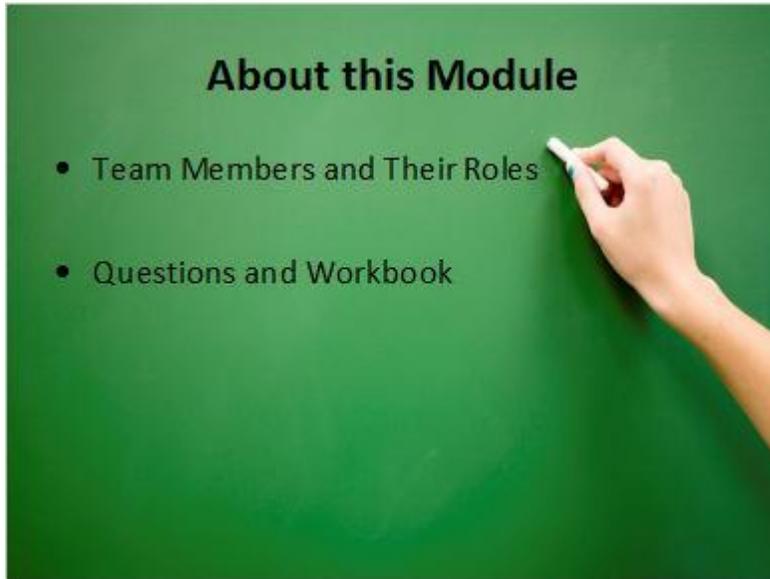
1.1 Title



Notes:

Welcome to Module 6 of the Self-Directed Employment Planning Training. This module is called “Your Employment Support Planning Team.”

1.2 About this Module



Notes:

In this Module, you will learn about the people who can be part of your employment planning team and help you with the steps of finding, learning, and keeping a job. The steps of job-seeking will be described and the different people who might help you with each step will be discussed. You will also hear about a good way to work as a team to reach your employment goal.

You will find the questions and worksheets that go with this module in section six of the Employment Planning Workbook that you downloaded after the introduction to this training. If you have not downloaded the workbook yet, click on the Resources tab on the right hand corner of the screen to download the workbook you will use to write down your answers to questions and create your plan for employment.

1.3 Creating a Team

Creating a Team

- Who knows you well?
- Who else can help?



Notes:

You may be wondering who will be involved in helping you get a job. As you begin your employment planning process, one of the first things you will want to do (and you may have already done this) is decide who will help you with the steps in employment planning. Everyone's support team is different. Some people have parents or other family members who are very involved in their life and some people do not. Others are still in school and have one or more teachers assisting them.

If you are near high school graduation or you are new to adult services in Wisconsin, then you will probably want to visit the Aging and Disability Resource Center in your area to talk to a specialist about resources available to you. Even if there are waiting lists for some services in your area, that does not mean you cannot pursue employment goals. You and your team might need to be more creative in the planning process - but creativity can be good!

1.4 Family and Friends

Family and Friends

Whether you have a BIG family and LOTS of friends



Or a small family and a few close friends -



people who know you well
make great team members!

Notes:

Think about members of your family and your friends. Sometimes people believe that only paid professionals - or those who work in the field of disability services - can provide the help and support they need to plan for, seek, and get a job. That is not the case. Many times, people who know you best can be very helpful to you when you are deciding what type of work you want to do. They can contribute their ideas and support you to express your preferences and advocate for what you want and need. These important people can be friends or family members. Family and friends might also have great connections in the community and to employers.

Maybe you have a family friend or neighbor who has lots of connections in the field of employment that interests you. Maybe you are planning to hire someone with specific skills and knowledge in an area such as starting a business or working in graphic design. Those connections can help you get a job. Lots of people with and without disabilities use family and friends to learn about job openings and meet potential employers.

1.5 Professionals

Professionals

Paid Supports:

- Agencies
- Individual Supports

A graphic consisting of two parts: on the left, a black sign with the words 'HELP WANTED' in red, bold, sans-serif capital letters; on the right, a photograph of two hands in business suits shaking hands.

Notes:

Some people work with the Division of Vocational Rehabilitation (often called just DVR) and have counselors from DVR on their employment support planning team. DVR is a good place to start when you begin your search for employment. You will need to complete an application, with help as needed, and then create an Individual Plan for Employment (IPE). Completing this training and the workbook that goes with it will be a great start!

There are many other places where you can seek help from professionals, or people who work in the field of assisting individuals with disabilities to get jobs. There are people who work at employment support agencies. These people are often called job developers, job coaches, and/or employment support professionals. You might also be assigned a case manager, care manager, IRIS consultant, and/or support broker to your team. It depends on what area of the state you live in, the type of support you need, and the services you choose.

You can also hire people to help using Self-Directed Supports. This kind of paid support is referred to as individual supports.

1.6 People to Help

People to Help

- Teachers
- Job Developers
- Job Coaches
- Employment Professionals
- DVR Counselors
- Care Managers
- Case Managers
- Support Brokers



Notes:

As mentioned in the previous slide, there is a list of different types of professionals to help you with your job search process and to meet your employment goal. The main things to know are that your team members should be people who believe in you, people who positively support your goals, and people who are willing to work together with you.

In section 6 of the workbook that goes with this training, you will have a place to make the list of people you already have in your life to help you with employment planning as well as anyone you would like to add - including people you still need to hire. Creating your employment support planning team is an important step on your road to getting a job.

1.7 Steps to Finding a Job

Steps to Finding a Job



- Discovery/Assessment
- Planning
- Job seeking (Job Development)
- Job training (Job Coaching)
- Job stability (Ongoing Support)

Notes:

Once you have the list of people written down, then you can start to add the information about how each person can help and what they will do. So that people can work together well with you, it is important for everyone on your team to have designated roles. Most team members have specific things that they do with you based on their role in your life and their job descriptions.

The people involved in your employment support planning team help in different ways depending on what part of the planning process you are in. There are five main parts in the employment planning process. The five parts are: 1) Assessment, 2) Planning, 3) Job Development, 4) Job Training and Support, and 5) Job Stability. You will learn more about these through the rest of this Module and again in Module 7.

Besides the things they do in their personal and professional roles with you, they can also help you with job opportunities by connecting you with people they know. Most people find jobs through other people that they know, after all, some experts say that less than 20% of all jobs are ever advertised. Most jobs exist in what is called the “hidden job market.”

You should consider the people on your team as part of *your network of people*. All people are connected to other people. That means that everyone on your team should be thinking about who they know, what these people do, and where these people work. These connections might lead you to ask for informational interviews, learn about businesses and find out about job opportunities. Getting you connected with potential jobs is a job for everyone - including you! So, think about all the people you know, the activities you have been involved in, past job experiences, volunteering that you have done, and any other ways that you have met people who might be able to connect you with others that know about the area of work that interests you and help you with your

job search.

1.8 Assessment

Assessment

This big word simply means figuring out what you like to do and what you are good at doing.

This step helps you figure out what type of job you want.



Notes:

Assessment is the time when you figure out what types of jobs you want to look for based on your interests and skills and then create a plan to get that type of job. Your plan might involve addressing some of the common barriers to employment that you learned about in Module 4. If you are working with DVR, your counselor may want you to work with an employment service professional to narrow down your interests or pinpoint your skills. Employment service providers might do a Vocational Evaluation, Supported Employment Assessment or use a Discovery process to do this with you. You will learn more about these in Module 7.

If you are in school, your school staff can do Discovery with you or use a different assessment tool. The people doing these things with you are getting to know you and helping you to understand your skills and interests. People using these assessment techniques with you should be on your team and realize the many positive things about you. They should also help you and the rest of your team members understand *specifically* how you need support to be successful. After you get started, if you do not feel that the assessment process is capturing your skills and abilities well you can choose a different option.

1.9 Planning



Notes:

Once you have had a chance to determine jobs that appeal to you and that match your skills and abilities (or ones that you want to develop), then it is time to make a plan for how you will get that type of job or start your business. You will want your entire team to get together to help you develop a plan that makes sense for you. Part of the plan development might be seeking additional team members with the expertise that you need.

It is wise to ask your team to meet with you every 4 to 6 weeks to keep everyone informed and to keep the employment planning process moving. These team meetings are a place for your team members to come up with ideas with you and consider solutions to barriers or problems. At each meeting your team members should talk with you to decide what needs to happen, who will work on those things, and your desired timelines, and also help you be realistic.

Once the plan is in place with the team and some action steps are decided, you will work individually with team members or in small groups in between meetings. This is where understanding each other's roles is very important.

1.10 Looking for a Job

Looking for a Job

- Figure out the type of job you want
- Time to start the search



Notes:

Once you have completed the first steps of Assessment and Planning, the next part of employment planning is to spend time working on your resume or portfolio, looking for job opportunities, applying for jobs, and having job interviews. This part of the process is usually called Job Development. It is common for people who need support to work with a professional from an employment support agency, school personnel or paid support staff to conduct an effective job search.

However, you do not have to work with an employment service professional or paid support person. You may decide to have someone else in your life that you want ask for help. Or you may want to use the resources available to you directly to hire the help you are looking for. For some people, their mother, sister, brother, or cousin is best suited to complete job development because they have expertise and connections to a particular job industry. People who live in very rural communities, far from employment service providers, may decide to recruit and find training for their own supports.

Job developers can help you in many different ways. To get the most out of working with a job developer, you first need to understand what they can do and determine if it is the right kind of support for you. You can find out by talking with your case manager, DVR counselor, school staff or directly to a job developer. Some of the ways that job developers can help you are:

- creating a cover letter & resume, portfolio or set of documents about your skills & experiences and creating other job seeking tools
- teaching you how to look for job postings using the Internet, job center, newspaper and other places
- working with you to become comfortable talking to employers and teaching you about

interview skills

- working with you to research employers and create a list of businesses you'd like to work at
- networking with and contacting employers with you or on your behalf
- working with you on disclosing your disability and job accommodation needs

As you develop your employment plan, you can think about who is on your team and whether you might need to seek additional help with job development. For many people with and without disabilities, looking for a job takes time and is the longest part of the employment planning process. Other team members, such as family, case managers, DVR counselors, can help you during the job seeking process by coming up with additional ideas, asking around to people they know about job opportunities, and working with you to make sure the services you are getting are meeting your expectations and needs.

1.11 Learning the Job

Learning the Job

- Employer-driven
- Training
- Supports
- Learning on the job



Notes:

Once you have found a job, there may be details to figure out such as your transportation, work schedule, training needs, and who will help with your job training. During this part of the process, Job Training and Support, it will be important to continue to meet with your team regularly and work with them to tackle road blocks so that you can keep moving forward.

Learning a job once you have gotten an offer for employment and accepted it is called Job Training. People who can help you learn a job are your workplace supervisor, co-workers and/or a Job Coach. Job coaches do not usually work for the employer. Job

coaches can be staff of employment service agencies, school personnel, or someone you hire that may be available to help you.

Learning a job involves several steps. Once you get a job offer, you will need to know the specific job duties, work schedule, pay rate, and training plan. Typically this information is provided by the workplace supervisor or employer. If you are working with a job developer and job coach, they should work with you and with the workplace supervisor or employer to get all of this information to develop a plan for your job training. The person who was your job developer may also be the person who helps you learn the job. Or you may work with a different person to be your job coach. The job coach will work with you and your employer as needed to get information and help you learn your job duties, how you need to complete them, and the schedules and routines required by the employer. Effective job coaches breakdown your job duties into smaller pieces so that you can learn them at your own pace. The job coach will provide just the right amount of support to you as you learn the job, and as you learn your job and get better at completing your job duties, your job coach will probably be needed less and less. This means you are becoming more independent at work, which is a good thing!

1.12 Staying at Your Job

Staying at Your Job

- Learning your job might take time
- You can get help if you need it
- You will get better at it over time



Notes:

Once you start working you may encounter problems with transportation, your health, understanding how earnings are affecting your benefits or other barriers. Your team members can, and should, continue to help you problem solve so that you can maintain employment.

The last part of the employment planning process is job stability. This means that you are happy with your job, the employer is happy with your performance, and you are doing the job as independently as expected. This is when the job coach can work with you, your employer, and the rest of your team to develop a plan for cutting back or phasing out your job training.

This may be exciting to you and your team members, or it might sound a little scary. Those are things you should talk about with your team and things that your job coach should take into consideration when working with you and your employer. The end result does not have to be that you do not have any assistance at your job. It may be that your job coach only works with you at the beginning or end of your shift. Or they may only check in with you and your employer to make sure things are going smoothly. Some people get a phone call as a check-ins at work, others connect with a job coach over the computer to get help that they need. Some people work at jobs and seek assistance from co-workers when they have a question or get stuck. Just like other parts of the employment planning process, everyone is different, and the important thing is to have the supports that you need, in a way that works for you, so that you can be successful at your job.

1.13 Support System

Support System

- Your Job
- Your Responsibility

But....

You will have help
when you need it.



You have a team!

Notes:

There will probably be someone whose job it is to coordinate your employment support planning. If you are working with a Managed Care Organization (MCO) you will probably have a Care Manager who coordinates your planning and your team with you. If you choose to participate in the IRIS (Include Respect, I Self-Direct) program, you will probably have an IRIS Consultant or support broker, who helps you to coordinate your employment support planning team. Other long term support programs, such as those

operated by counties, also call their coordinators case managers or support brokers. You can also choose to coordinate your own team with help from a family member or friend. Or, you can designate someone else that you choose, such as your mom, sister, brother, or aunt to be the coordinator.

As you go through the employment planning process, remember that you do have people ready and available to assist you as you go through the steps. It is important to have people on your support planning team that work well with you, who believe in you, and who help you in the right way. In other words, the members of your support planning team should be a good match for your support needs. If you already have people who are well-suited to assist you with the things that you need, that is great! If you still need to find the right people, there are ways that you can do that and we will be addressing those in Modules 9 and 10.

1.14 It Takes a TEAM

It Takes a TEAM

- Effective teamwork
- Communication
- Structure
- Keep at it



Notes:

Teamwork is a key to success with employment planning. Throughout this module, we have talked about the roles of different people on your employment planning team. This section is about how they can work together with you to get the job of getting you a job done. Every good team needs a coach, or someone to keep them working together. In planning teams, that person is generally a team coordinator or team facilitator. Whether that person is you, an MCO care manager, an IRIS Consultant, a support broker, or someone else you hire, that team coordinator should work with you and your team to have productive meetings on a regular basis. During the first three phases of the employment support planning, meeting every four to six weeks is a wise idea. Even though it is not always easy to get everyone together, it will help everyone check in and be accountable for what they said they would do with you and for you (and

remember, that means you too!).

When your employment support planning team meets, you should talk about the stage of planning you are in, what has happened since the last meeting, how you think it is going, what needs to be done next, and what each team member will work on between that time and the next meeting. You should also plan the next meeting and get it on everyone's calendars before wrapping up the meeting. There is an example of a template for team meetings available in the Resource Guide that might be helpful to you and your team. You can make copies of this and take notes on it, or you and your team can develop a format that works well for you. It is a good idea to designate someone at the meeting to send the notes (with a "to-do" list) out to all team members.

Remember that, by following a regular pattern of:

- Getting people together
- Checking-in
- Sharing ideas and problem solving
- Asking everyone to summarize what they said they would do
- Setting the next meeting,
- Sending out a "to-do" list to help everyone stay on track
- And repeating this process as many times as needed

You are more likely to get to your goal in a way that you want and probably a lot faster than if you didn't keep your team working together!

1.15 Questions and Workbook

Questions and Workbook

- Who will be on your employment support team?
- What steps will you need help with?
- What will each person do?
- How often will you meet?



Notes:

Section 6: People to Help. The questions that go with this section are:

1) Who are the people you want to have on your employment planning team? There is a chart for you to list family members, friends and professionals.

2) What are the things you will need help with and who will help you?

There is another chart in your workbook where you will choose what steps you think you will need help with in your employment planning and who you think will help you with those. You will be able to put a checkmark or an 'x' in a column if you still need to find someone to help you with that step.

The Steps to Employment that are listed include:

Figuring out what you like to do and what you are good at doing

Deciding what kind of job you want

Figuring out connections you can use

Setting up informational interviews/job shadows/internships

Applying for jobs

Learning to do your job

Ongoing support at work

Coordinating your meetings

3) How often do you want your team to meet? (you should circle the one that sounds good to you)

bi-monthly (2 times per month)

monthly

every 6 weeks

every 2 months

...based on what you and your team want to do and how quickly you want to get through the planning process.