

# SDEP Module 7-Understanding Employment Supports

## 1. SDEP Module 7\_10-18-12

### 1.1 Title

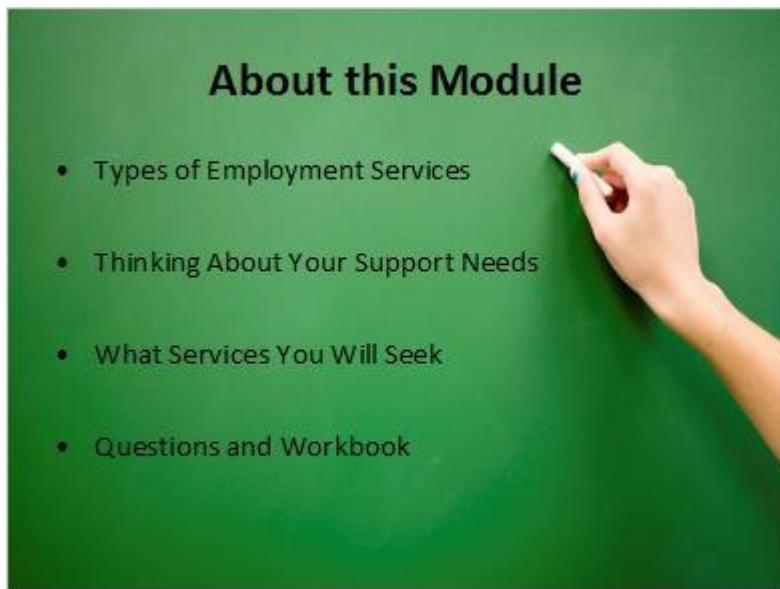
The image shows the cover page of 'Module 7: Understanding Employment Supports'. At the top is the logo 'in Control Wisconsin'. Below it is the title 'Self-Directed Employment Planning'. Underneath the title is the subtitle 'Module 7: Understanding Employment Supports'. At the bottom left is the logo 'Wisconsin BPDD'. A small rectangular box contains a note about federal funding.

This project was supported by federal funds given to the Wisconsin Board for People with Developmental Disabilities under PL 106-402, from a grant by the United States Department of Health and Human Services and the Administration on Developmental Disabilities. Opinions or views in this document are those of the author and do not necessarily represent the official position or policies of the U.S. Department of Health and Human Services.

### Notes:

Welcome to Module 7 of the Self-Directed Employment Planning Training. This module is called “Understanding Employment Supports.”

## **1.2 About this Module**



**About this Module**

- Types of Employment Services
- Thinking About Your Support Needs
- What Services You Will Seek
- Questions and Workbook

### **Notes:**

In this module, you will learn about the different types of supports available to help you with your job search process. You will get an overview of commonly used services people use to plan for and get employment. This overview will include the names often used to talk about employment supports. You will also have the opportunity to think about what services might be best for you based on your employment goals and support needs.

You will find the questions and worksheets that go with this module in section seven 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 before you go through this module.

### **1.3 Types of Employment Supports**

#### **Types of Employment Supports**

1. Assessment
2. Planning
3. Job Development
4. Job Coaching
5. Job Stability



#### **Notes:**

In Module 6, you learned about the main steps involved in Employment Supports. Just to review, these include: 1) Assessment or figuring out what you want to do based on your interests and skills, 2) Planning or figuring out your goal for employment, 3) Job Development or looking for a job you want or starting a business, 4) Job Coaching or getting training to do your job, and 5) Job Stability or ongoing supports to keep being successful at work. Within each stage, there are a number of different services and models that can be used, whether you have paid supports or not.

In this module, the material will be introduced in the same order as the five steps of employment supports. As you go through this module, think about the ideas that appeal to you so that you can write them down at the end. You can stop this presentation to write down your ideas if you need to. Then, you will have information to take back to your employment planning team to use on your own path to employment.

## **1.4 The Right Job**

### **The Right Job**

#### **Think about:**

- What you like to do
- What you are good at doing
- Where you like to spend time

That is assessment - and it can lead you to the right job match for YOU!



#### **Notes:**

As you will recall, the first part of the process is Assessment. Remember, assessment is a pretty big word that simply means figuring out what might be a good job match for you based on your interests, skills and goals. As you can imagine, those things are quite different for everyone. Some people do not know what they are good at or what they want to do. That is ok. Also, the people who work with you might need to get to know you in order to help support you on the road to employment.

Completing this training and the information in the workbook are part of your assessment and planning. You and your employment planning team can use the information you put together in the workbook through this training to decide what type of job you want to have and what you want your employment goal to be. We mentioned the term assessment in module 6, along with the terms Discovery, Supported Employment, Assessment and Vocational Evaluation. These are also types of assessments that people can complete. Each assessment has its own way of gathering information about you.

## **1.5 What is YOUR Match?**

### **What is YOUR Match?**

- Formal
- Informal
- Discovery
- This Training
- Help from Others



#### **Notes:**

Specialists called Vocational Rehabilitation Counselors are sometimes hired to administer formal assessments to people who are unemployed, changing careers, or who have experienced a disability such as a traumatic brain injury. These types of assessments can also be completed by young adults trying to figure out what type of career they want to pursue. Formal assessments typically involve a career interest inventory, manual dexterity assessment, academic knowledge evaluation, and look at problem solving or critical thinking skills. Often, formal assessments are not the best for people with intellectual and developmental disabilities. Traditional vocational assessments also focus on the types of jobs that were more available before the technology boom. Now, the world is quickly moving to a time when more and more people need to have what are sometimes called "Job Skills for the 21<sup>st</sup> Century."

Because of this, other types of assessments have been created to better meet the needs of people with intellectual and developmental disabilities and job seekers in the era of changing employer needs. One assessment tool mentioned in module 6 is called Discovery. Discovery has been growing in popularity because it looks at job seekers through the positive perspective of what they can do, instead of focusing on what they can't. The Discovery process does not compare a job seeker with a disability to people without disabilities. Discovery incorporates getting to know you, your routines, and your preferences. The person doing Discovery with you should spend time talking with you (and others in your life) to get to know you. The person will also spend time with you in different places in order to better understand the things you like to do and the things you are good at doing. This type of assessment process can be helpful for you to determine your interest areas, transferable skills, ideal conditions for work and workplace contributions. So if you had difficulty writing things down in Section 3 of your workbook, or you want more information after you complete this training, you may want to consider using the Discovery method in the Assessment and Planning part of your plan. People who know you well can help you think about what you like doing, what you are good at, and what types of jobs might be right for you no matter which

model or process you choose.

## ***1.6 Supports to Help***

### **Supports to Help**

Agencies and service providers complete assessments too.

This part **really** should be all about **YOU!**



#### **Notes:**

In addition to formal vocational assessments, vocational support agencies have their own ways of gathering information about you and your employment skills. Usually, vocational support provider agencies have done this type of work for a while and they have developed services that meet the requirements of the Division of Vocational Rehabilitation (DVR) and other funding sources, such as Managed Care Organizations (MCO's).

The Supported Employment Assessment is an example of one of these services. When you are looking for an employment support agency, or if you have already chosen one, it is a good idea to ask them to explain the type of assessment process they use. Remember, the name of the assessment process is not the important part. What is important is that you consider the kind of approach that will work best for you.

## **1.7 Set YOUR Goal**

### **Set YOUR Goal**



- Create a Plan
- Write Down YOUR Goal
- What you need
- Who will help
- How long will it take

#### **Notes:**

Your work goal(s) should be based on what you like to do, what you are good at doing, and the kinds of places where you like to spend time.

Your plan should include details about what you want, what help you will need, who will help you, and about how long it will take.

## **1.8 Job Development**

### **Job Development**

#### **Work for an Employer**

- Resume or Portfolio
- List connections
- Look for openings
- Apply for jobs

#### **Start Your Business**

- Research
- Write Business Plan



#### **Notes:**

The next part of the employment planning process is Job Development. Once you have an idea of the kind of job you want to look for, you will need to put together some materials about yourself to help with the job search process. Gathering this information is part of Job Development. Job Development refers to the period of time when you create a resume or employment portfolio, connect with others about the types of jobs you are interested in, and spend time searching for jobs with support from others as needed. Or, if you decide that you want to start your own business, this would be the time when you and your team would do the research necessary to write your business plan.

As with Assessment, different agencies and different people have different ways of doing job development or business plan writing. When choosing who to work with, be sure to ask about their job development or business development methods and how they would work with you to get you to your goal. In module 10, you will also learn about how you can independently hire someone to help you find a job or start a business. If you do this, that person can attend training to learn how to use various job development or business planning techniques with you.

## **1.9 Resumes and Portfolios**

### **Resumes and Portfolios**

- Your education
- Your skills
- Your experience



#### **Notes:**

The previous slide mentioned a resume or a portfolio to use in the Job Development phase. Resumes and Portfolios are tools to help with the job search process. They usually include a list of things like your education, your skills, and your experiences related to work. You can work with the people supporting you to create one or both of these in writing, on the computer (electronically), or as a video.

Once you have information about yourself put together, you can share it with people during your job search.

## **1.10 Customized Employment**

### **Customized Employment**

#### **What it means:**

- Starts with Discovery and careful planning
- Finds a good job match between your skills and what an employer needs



#### **Notes:**

Discovery is often linked with an overall job development process called Customized Employment. Put simply, this process starts with an assessment of your interests and skills, and then calls for the person or people supporting you in your job search effort to help you look for a job by finding employers in the area where you live that need the skills you have to offer.

In the Customized Employment approach, you and your support team might meet with employers for informational interviews, help a place of business understand a current need that they have for work to get done, and write proposals to explain what you could offer to the workplace if they hired you. Customized Employment relies on careful planning and creative thinking to make a good match between an employee with a disability and an employer.

The Customized Employment model is based on the idea that each of us has unique skills, talents, and knowledge to meet workplace needs. When you think about it, most people have customized jobs. No matter where someone works or what their job is, over time they usually wind up doing more of the things they are best at and are most interested. In a workplace, people bring different talents and skills, and those differences come together to help get all the work done. The idea here is that you figure out what you have to bring to a workplace and then find an employer that needs your skills and talents.

## **1.11 Corporate Job Development**

### **Corporate Job Development**

#### **What does it mean:**

- Agency works with large employer to find multiple job opportunities



#### **Notes:**

Some agencies focus on what is called Corporate Job Development. This is a model in which an agency works with a large employer in the area to create a set of jobs for people with disabilities. One specific model that is based on Corporate Job Development principles is called Project SEARCH. The original Project SEARCH Model site is a hospital in Cincinnati, OH. Project Search was designed to help meet the job development needs of students with disabilities during the year or two before their graduation from high school. There are now Project SEARCH sites all over the country, including in Wisconsin. Many of these sites are at hospitals and focus on students with disabilities who are still in high school.

Corporate Job Development is not just for students. There are individuals and supported employment agencies that work with large employers to create job opportunities. If you are interested in working for a hospital or large company, you might want to ask your team to help you find out what employment service agencies in your area are doing job development with large companies or involved in Project SEARCH.

## **1.12 YOUR Job Development**

### **YOUR Job Development**



- Individualized
- You are part of process
- Not just any job

#### **Notes:**

Remembering the name of any specific process is not the important part. What is important is that you take the time to figure out what you want to do, the help you need (and want), and the options in your area. Hearing some of the terms and basic descriptions that are being used at this point in time (like Discovery, Customized Employment, Corporate Job Development, and Project SEARCH) can spur your interest and help you ask questions but what really matters is that you work with the people who are helping you to become employed in a way that you feel good about.

## **1.13 Job Coaching**

### **Job Coaching**

- Job Training
- Supports at Work
- You Learn Your Job



#### **Notes:**

The next part of employment supports is usually called Job Coaching. Job coaching means training and supports to learn your job once you start it. As with assessment and job development, this should be based on what you need to learn for your job - and that is different for everyone. The first step to successful job training is to have a clear description of what your job is going to be before you start working. You and the person supporting you should get that information from your new employer. It is pretty hard to do a job well if you aren't sure what you are supposed to be doing. Going hand in hand with getting clear information from your new employer about your job duties is making a plan for your job training. This plan should be created with your new boss, or someone from your place of employment who is assigned to get you started in your job. If you have a person or employment support agency working with you (you may remember this person or people are usually called job coach), all of you should meet with the assigned person from your new workplace to make the plan for your job training. The important thing to remember about learning your new job is that you have to make sure you understand what the employer wants you to do and expects of you, otherwise, it will be difficult to meet those expectations.

Once you and your job coach (if you have one) are clear about your job duties, job schedule, and expectations, then you can make a plan to learn your job. Some terms you will hear when you are learning your job might include task analysis and systematic instruction. These are fancy words for making a list of the steps to your job duties and then learning each of those steps in order. If you have a job coach, that person should help you write down or record the different responsibilities that you have at work. When you are just starting your job, there may be a lot of steps listed in writing or on a video. As you become familiar with your job, and learn to do the steps without reminders, there will be fewer steps listed or recorded for you to follow. Also, as you learn to do your job, you will need fewer reminders about what to do and when to do it. Everyone has to go through a process to learn a new job. Using a method that provides you with information about all of your job tasks and then helps you to learn them in the

correct order is a wise idea.

### **1.14 Job Stability**

#### **Job Stability**

Help when you need it

Success at your job



#### **Notes:**

The last part of employment supports is called Job Stability or Ongoing Supports. This is when your team determines your ongoing need for assistance once you have learned your job. This is sometimes called job maintenance or ongoing support. After you have learned your job, you may or may not still need extra assistance at work. Some people just need help with a few parts of their job, such as getting to and from work, remembering all of the different parts of their job, completing a specific task, such as getting letters to a mailbox, or changing the paper in the copy machine for different jobs (these are just examples - there are many different types of things that could apply here).

Your team, with input from your employer, should help you determine if you will need someone who is paid to help you at work, like a job coach, or whether your supervisor or co-workers can be available to provide the help you need as part of the natural expectations of the workplace. After all, no one is completely independent at their jobs and part of being in a workplace is being part of a team of people who help each other out when needed.

## **1.15 Technology**

### **Technology**

- Can help on the job
- Reminders
- Examples
- Instructions



#### **Notes:**

Another option for you might be to use technology to become more independent at your job. Your job coach should have some ideas for this. You can also refer to the resources provided in Module 4. Instead of having someone stop by to help you at a certain time each day, a phone call might be all you need. You can also have a list of what you need to get done on an iPod or iPad. Or, a set of cards with your job duties in the order you need to complete them, or a video of you performing your job duties that you can watch if you need reminders.

If you have a job coach, you will want to make the goal of independence - by fading job coach services - part of the conversation and plan with the team and the employer from the very beginning. Remember, it is a good thing to start a new job with the plan to become as independent as possible! Some people have health issues (such as a seizure disorder) that make them and their support teams hesitant to consider job coach fading or a plan for independence. Even in these situations it is important to keep an open mind about all of the options - and help your team to do the same.

## **1.16 Business Ownership**

### **Business Ownership**



- What needs to be done
- Who does those things
- Your role in the business

#### **Notes:**

If you choose to start your own business, it does not mean you have to do everything yourself. All business owners need help in some way or another. They get this help in many ways, including informal help from family and friends, or paying for business services like accounting help, graphic design, marketing, or even cleaning. The kind of help you need will be based on your particular business, your team, and your skills.

While job coaches can support you to learn the tasks associated with your business, it will be important for you to determine what services you will purchase as a business expense with the money you generate from your business and what help you can get through your personal connections. Like working for an employer, you can, and should, have the goal to become as independent as possible.

## **1.17 YOUR Support Needs**

### **YOUR Support Needs**

You and your team decide  
Work together



#### **Notes:**

Individualizing and unbundling employment supports and services means that you work with employment services providers to tailor their approach to your specific expectations and needs. This may include separating the five parts of the employment support planning process in such a way that you can get help from different agencies and different people over the course of your journey to employment. Individualizing supports might also mean that you ask members of your team to work together and shape your supports along the way to your employment goal.

## **1.18 Questions and Workbook**

### **Questions and Workbook**

- Assessment process
- Employment plan
- Information for Job Development
- Job Training
- Ongoing Supports



#### **Notes:**

The Workbook questions that go with Module 7: Understanding Employment Supports are:

- 1) What information do you want in your Plan for Employment? (you should circle all the things you want in your plan)

Your Interests

Your Skills

Assessment Results

Kind of Job You Want

Hours You Want to Work

Money You Want to Make

Where You Want to Work

Your Job Development Plan

Your Job Coaching Plan

Your Ideal Conditions for Work

Other things you want in your plan:

2) Job search tools you want to have: (you should circle all the things you want to have)

A Paper Resume with Words Only

A Paper Resume + Pictures

An Electronic Resume with Words Only

An Electronic Resume + Pictures

A Job Search Portfolio or a hard copy of something that you carry around

An Electronic Job Search Portfolio that you could play on your computer or electronic device

Additional Job Search Aids:

3) Who will you ask to help you create these?

4) How will you figure out what type of job you want that will match your interests and skills? (you should circle all the ways you think you want to use)

This Workbook

Discovery Process

Vocational Assessments

Job Shadows

Internships

Informational Interviews

Service Learning/AmeriCorps

Other Ways:

5) How do you want to go about job development? (you should circle all you might want)

Use Connections (yours and your team member's)

Informational Interviews

Job Shadows

Customized Employment

Corporate Job Development

Create a Business Plan

Other Ways:

6) What support do you think you will need to learn a new job? (you should circle all things you might need help with)

Support Setting Up Job Schedule

Understanding Job Tasks

1:1 Job Training

Meeting Co-workers

Creating Job Adaptations or Modifications

Gathering Materials to do your Job each day

Technology for Assistance

Other things:

7) How long do you think I will need support at work? (you should circle your best guess)

3 months

6 months

9 months

12 months

Longer term

Not sure