

Slide 1



The slide features a white background with a blue and red vertical bar on the left side. At the top center is the logo for 'in Control Wisconsin', where 'in' is in black, 'Control' is in red with a gear icon, and 'Wisconsin' is in black below it. The main title 'Self-Directed Employment Planning' is centered in a large, bold, black font. Below the title, the subtitle 'Module 10: Getting the Help You Need by Hiring Individual Employment Supports' is centered in a smaller black font. At the bottom left, there is a small logo for 'Wisconsin BPDD' (Wisconsin Board for People with Developmental Disabilities) with the text 'WISCONSIN BOARD FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES' underneath. A small disclaimer at the bottom center reads: '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. Points of view 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'. The bottom right corner of the slide has a green rectangular background.

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Wisconsin

Self-Directed Employment Planning

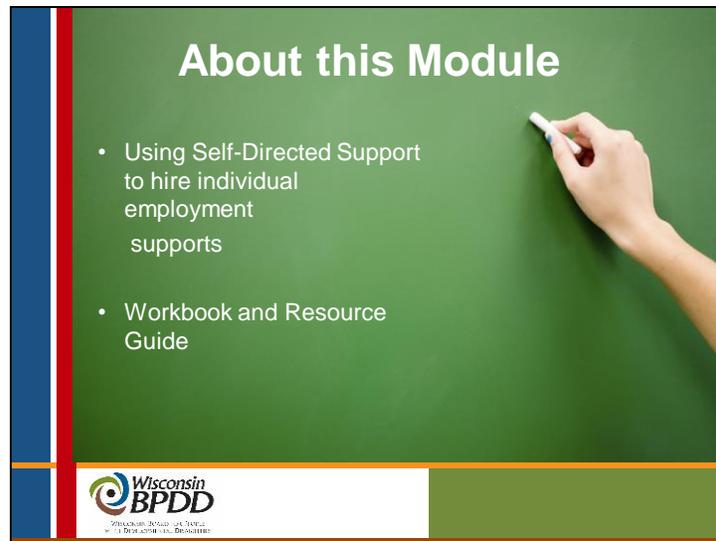
Module 10: Getting the Help You Need by Hiring Individual Employment Supports

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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.”

My name is Claire. I am a self-advocate from Madison, Wisconsin. I will be your narrator for this module.



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 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 in your workbook 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.

There is a section in the workbook that goes with module ten. After you go through this module, you can use the workbook to answer the questions and continue to create your plan for employment. There is also a section in the Resource Guide that goes with this module. If you have not downloaded the workbook or resource guide yet, click on the Resources tab on the right-hand corner of the screen to download the workbook before you go through this module.

SDS and Individual Employment Support

- Available through IRIS and Family Care.
- Anyone can self-direct with the right support.



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 the IRIS program as well as the Family Care program. 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.

Steps to Hire Individual Employment Supports

1. Create a job description
2. Decide how much to pay
3. Recruit
4. Interview and chose
5. Create a Service Agreement
6. Provide training
7. Supervise your supports

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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.

Step 1: Create a Job Description

Think about:

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



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PROVIDING SUPPORT TO INDIVIDUALS WITH DISABILITIES

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 exploring 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.

The Job Description

Should include:

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





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

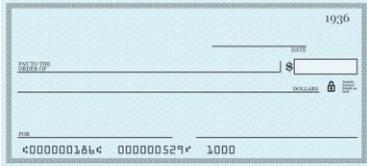
Training that may be available (or required) for the person

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.

Step 2: Decide How Much to Pay

Think about:

- ✓ Your budget or resources
- ✓ Training costs



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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 IRIS consultant or Family Care service coordinator 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.

Step 3: Recruiting

- ✓ Learn about your options
- ✓ Create your advertisement



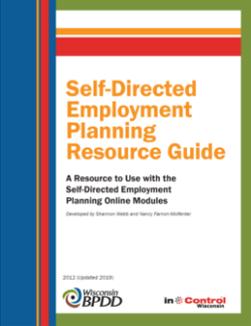
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There are different ways you can recruit and hire your Individual Employment Support Providers. If you are working with Family Care or IRIS, you have some of options you can ask about. These include hiring individual employment supports directly using 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.

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.

Example Advertisement

In the Resource Guide



The image shows the cover of a resource guide titled "Self-Directed Employment Planning Resource Guide". The cover is white with a blue vertical bar on the left and a green horizontal bar at the top. The title is in orange and black text. Below the title, it says "A Resource to Use with the Self-Directed Employment Planning Online Modules" and "Developed by Shannon Reed and Tracy Parnon-Miller". At the bottom, there are logos for Wisconsin BPDD and In @ Control Wisconsin.

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WISCONSIN BUSINESS DEVELOPMENT CORPORATION
A DIVISION OF THE WISCONSIN DEPARTMENT OF REVENUE

An example of an advertisement for an employment support specialist 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 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.

Step 3: Recruiting

Share your ad:

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



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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 case 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. The Wisconsin Job Network is an online resource for advertising jobs. You should also ask your team about other on-line job boards and recruiting sites.

Step 4: Interview and Choose

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



The slide features a blue and red vertical bar on the left. The main content is on a white background. To the right of the list is a graphic of a calendar page with a red pen writing 'Job Interview' on the 10:00 slot. The Wisconsin BPDD logo is at the bottom left of the slide.

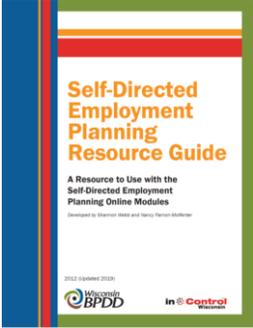
After you place your ad, people who are interested in the position will contact you (or the person you designated in the ad as the contact person). You will need to get information, maybe in the form of an application or resume, and have interviews with these people. If you are working with Family Care or IRIS, 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 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.

Example Interview Questions

In the Resource Guide



The image shows the cover of a resource guide titled "Self-Directed Employment Planning Resource Guide". The cover features a blue vertical bar on the left and a green horizontal bar at the top. The title is in orange and black text. Below the title, it says "A Resource to Use with the Self-Directed Employment Planning Online Modules". At the bottom of the cover, there are logos for Wisconsin BPDD and In Control.



The Wisconsin BPDD logo is located in the bottom left corner of the slide. It features a stylized green and blue circular graphic to the left of the text "Wisconsin BPDD". Below the text, it says "PROVIDING SERVICES TO INDIVIDUALS WITH DISABILITIES".

Possible interview 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.

The slide features a white background with a blue and red vertical bar on the left side. The title "Step 5: Create a Service Agreement" is centered at the top in a bold, dark grey font. Below the title, the text "Summarize your expectations and the person's responsibilities" is centered in a smaller, dark grey font. At the bottom of the slide, there is a photograph of two hands shaking, with one hand wearing a blue sleeve, symbolizing an agreement or partnership.

Step 5: Create a Service Agreement

Summarize your expectations and the person's responsibilities

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.

The Service Agreement

Should include

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

EMPLOYMENT AGREEMENT

1. AGREEMENT

2. DESCRIPTION OF EMPLOYEE'S DUTIES

3. MANNER OF PERFORMANCE

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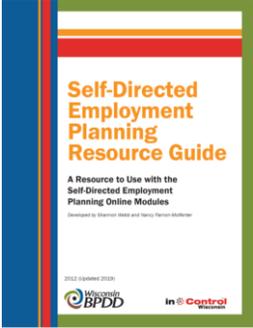
Given that this is a business relationship, an agreement can help everyone (including you) to stay on track and complete steps in a timely manner. Whether you are looking for a job where you will work for someone else or you plan to start your own business, it can take some time to reach your goal. It 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.

Sample Service Agreement

In the Resource Guide



The image shows the cover of a resource guide titled "Self-Directed Employment Planning Resource Guide". The cover features a blue vertical bar on the left and a green horizontal bar at the top. The text on the cover includes the title in orange and black, a subtitle "A Resource to Use with the Self-Directed Employment Planning Online Modules", and logos for Wisconsin BPDD and In Control at the bottom.



The Wisconsin BPDD logo is located in the bottom left corner of the slide. It features the text "Wisconsin BPDD" with a circular graphic element to the left. Below the text, it reads "WISCONSIN BUSINESS PROFESSIONAL DEVELOPMENT" and "WISCONSIN DISABILITY RESOURCES".

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 a service agreement, but it is a good idea to have one.

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



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& TRAINING SERVICES

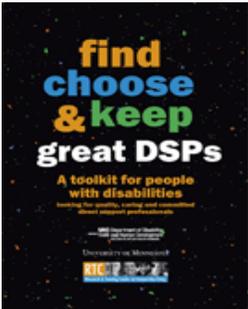
When you hire a person or people to help you with your employment search process, you may make your hiring decision based on criteria other than experience and training. Or, you may choose to hire someone to help you with all four parts of the process even though they only have training and experience 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 trainings 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.

Step 7: Supervise Your Support Staff

You should:

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



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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.

What if it isn't working out?

- ✓ If problems persist, you need to find out why
- ✓ Work with your team to develop solutions



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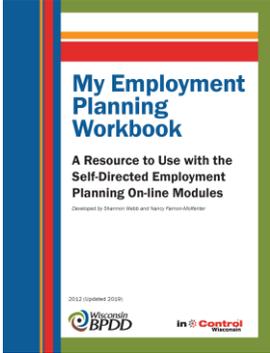


Sometimes things go smoothly during the employment planning process, and sometimes there are things that happen along the way to slow the process down. Sometimes things happen that are not expected and that you have no control over. However, it is reasonable for you to expect that the timelines for tasks 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.

If you become unhappy with the supports you are receiving, then it's 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.

Workbook and Resource Guide

- ✓ Answer questions in workbook
- ✓ Explore resources



The image shows the cover of a workbook titled "My Employment Planning Workbook". The cover features a blue and red vertical bar on the left side. The title is in blue and black text. Below the title, it says "A Resource to Use with the Self-Directed Employment Planning On-line Modules". At the bottom of the cover, there are logos for Wisconsin BPDD and Control Wisconsin, along with the text "2012 (updated 2019)".



The Wisconsin BPDD logo is located at the bottom left of the slide. It consists of a green circular icon with a white swirl inside, followed by the text "Wisconsin BPDD" and "WISCONSIN BUSINESS PROFESSIONAL DEVELOPMENT DISABILITY SERVICES" in smaller text below.

Congratulations, you have completed the tenth module of the Self-Directed Employment Planning series. Now it is time to answer the questions for this section in your workbook and explore some of the resources for this section listed in the Resource Guide.