

# SUPPORTED EMPLOYMENT: WHEN DOES IT CLICK?



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# WHO ARE WE?

- Lisa: DDID ?????? Has worked as a employment specialist, manager, and vice president in career.
- Ashley: OVR Consultant Western KY has worked as an employment specialist, and manager in her career.
- Worked together in SE for 16 years
- Boss, Mentor, Friends, Family
- We come together as a package deal

# THE # 1 QUESTION ALWAYS ASKED.....WHEN WILL I GET THIS?

- The SE Process while guided by phases is very individualized making it different for each supported employee you work with.
- No two cases you work on will ever be identical.
- Your title is employment specialist, but you are so much more.
- The intent of this presentation is to help guide you through some of the difficult processes of Job Development and how you as an employment specialist can set situations up for success.

# THE EMPLOYMENT SPECIALIST

Be aware of how you are representing yourself, your company, and the supported employee you are serving.

# AWARENESS IS KEY

☐ Do you ask the people you support what they want from you?

<https://icimedia.wistia.com/medias/mco7cwjhde>

☐ How do you dress?

☐ Are you on time?

☐ Do you inform the supported employee of what is happening?

☐ Do you consider yourself to be reliable?

☐ Do you set expectations for success?

☐ Do you come from a place of YES?

☐ What does your social media say about you?

☐ Most importantly are you doing what you ask of the individuals you represent?

# THE FIRST IMPRESSION MATTERS



Can  
anyone  
tell me  
who  
this is?

# LAREMY TUNSIL

**The impression you leave in 10 seconds can change your future!**

A video posted on twitter left an impression that Laremy will face for a lifetime

- Best Draft Prospect for NFL 2016
- 5 Star Tackle
- Best in the league



# IMPRESSION AND SOCIAL MEDIA COST TUNSI 7 TO 10 MILLION DOLLARS A YEAR IN LESS THAN 60 SECONDS

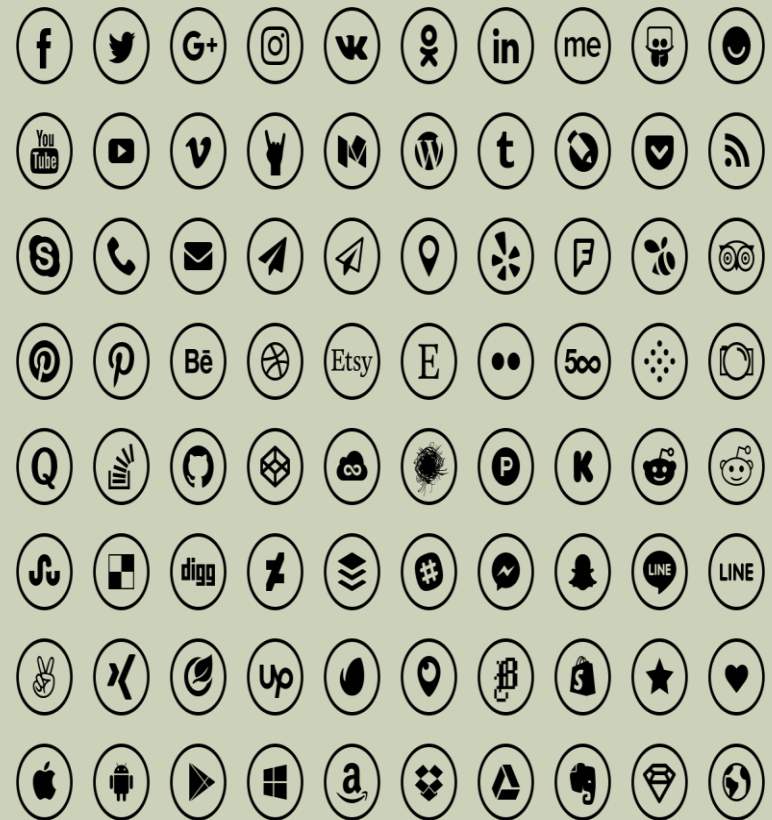


- Became the 13<sup>th</sup> pick in the draft 60 seconds after the video went viral
- 7 places behind his original draft spot
- Lost at least 7 million dollars in less than 60 seconds.
- Ravens and Titans passed on offering him the job



# IT IS A NEW GENERATION

- Social Media x 100
- Text
- Snap Chat
- Email
- What is a letter?
- I can talk on my phone?



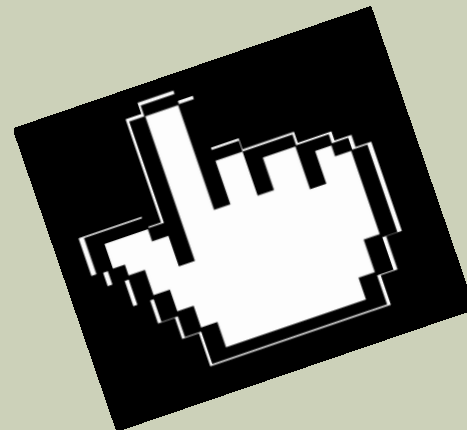
# TECHNOLOGY...,YAH OR NAY??

- Ask people how do you prefer communicating?
- You need to be allowed by your supervisor to text, chat, IM, email, or tweet in order to make contact with individuals, employers, and anyone involved in the process.
- You need to know how to use these technologies, ask for help
- Consider it a resource.

**This should  
never  
supersede  
face to face  
contact!**

# SOCIAL MEDIA

- How many of you have hired someone and not looked up their social media accounts?
- We need to have conversations of what is and isn't appropriate for our accounts when looking for a job.
- You need to consider the same for yourselves.
- Social media can change many outcomes with a simple click.



# DRESS FOR WHAT YOU WANT

- An employers impression of you is just as important as the impression of the potential employee.
- You set the tone for success.
- Always put your best self forward.



# EVERYONE'S TIME IS VALUABLE

- Make sure you are on time for whatever you have scheduled
- Call if you are going to be late
- Keep scheduled appointments when possible
- The need to reschedule should be valid
- Be respectful of the time an employer has for you, ask ahead should I come back?

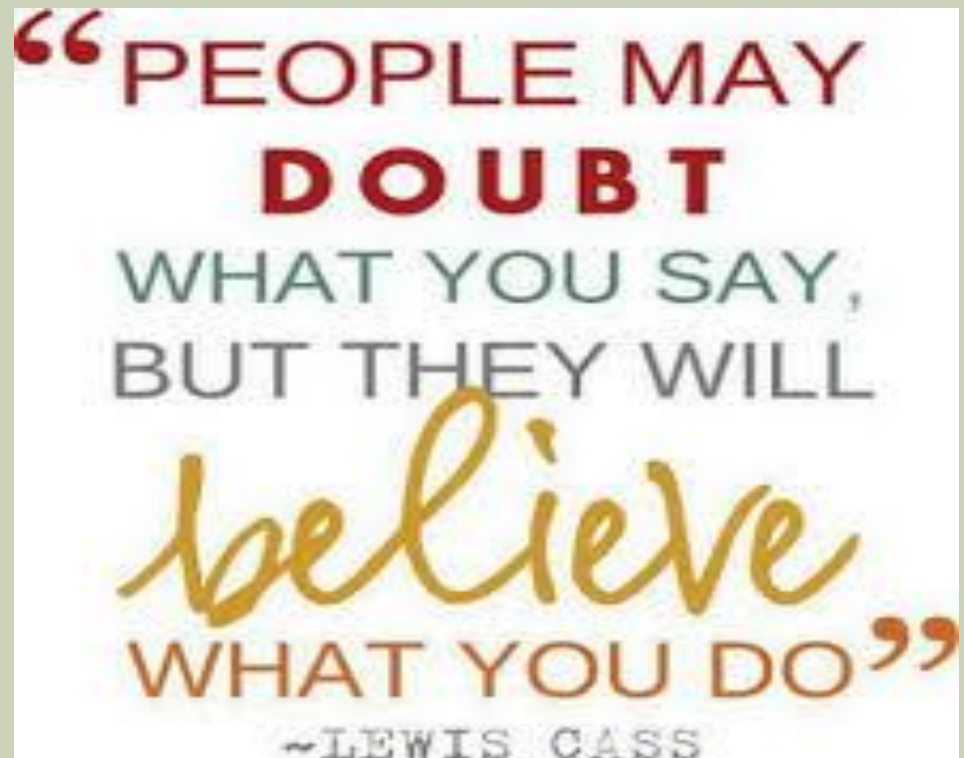


# EXPECTATIONS

- What are the expectations you set for someone you work with?
- Do they know up front what you expect from them?
- Do you set ground rules and stick to them?
- Are the people in their lives informed as well?
- How can we expect people to succeed if they are unsure of what we expect?

# NOW, ASK YOURSELF AGAIN.....

- ☐ How do you dress?
- ☐ Are you on time?
- ☐ Do you consider yourself to be reliable?
- ☐ What does your social media say about you?
- ☐ Most importantly are you doing what you ask of the individuals you represent?



Each time you work with someone  
evaluate yourself.  
They are learning from observations  
of you.



# **JOB DEVELOPMENT**

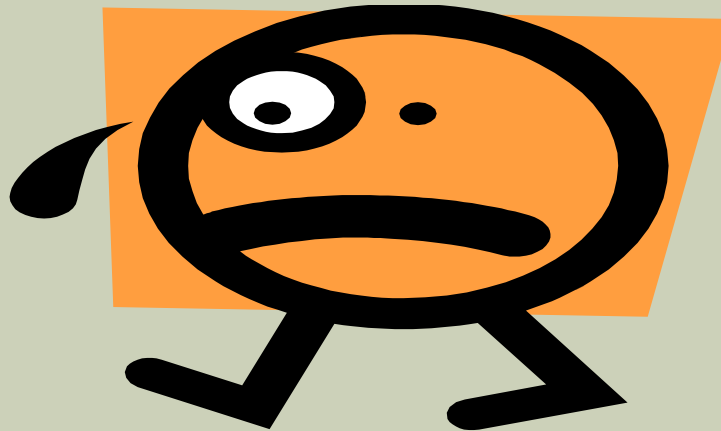
It takes about six conversations with someone before he or she knows who you are and has some idea of your character and competence. (*Source: Contacts Count Research*) The activities in this **Guide** foster the teaching and listening that must go on for trust to grow between people.

About 80% of all jobs are found thru networking. (*Sources: The New York Times, CareerBuilder.com, and Contacts Count Research*)

# WHERE DO WE START?

- **B**<sub>e</sub> Prepared
- **E**<sub>x</sub>pectations
- **L***isten*
- **I**<sub>n</sub>dividualize
- **E**<sub>x</sub>plore
- **F**<sub>ocus</sub>

# FEARS OF JOB DEVELOPMENT



# JOB DEVELOPMENT

- Marketing
  - Assessing
  - Smoozing
  - Focusing
  - Relationship Building
  - Connecting
  - Tongue Biting
  - Identifying
- Planning
- Educating
- Negotiating

# KEY CONCEPTS



- Shaped by consumer participation and choice - PCEP
- Driven by what you know about the person you represent
- Involves more than just “cold calling”
- Includes job modification or creation – “customized employment”

# NETWORKING



**About 80% of all jobs are found  
thru networking**

**New York Times, CareerBuilder.com,  
and Contacts Count Research**



# NETWORKING

- Networking refers to a process of informal exchange and created channels to gather information, build support and get things done.

## ■ Networking activities

# NETWORKING

- Always be ready to explain what you do. (2-3 sentences)
- Get Involved and Participate
- Listen, Listen and Listen

**“Community Involvement is as  
important to job development as  
Target is to shopping”**

# SOME OF THE TOUGH AREAS

- When do we mention that the person has a disability
- What if you get objections?
- What if the person you are serving does not want to disclose
- What if the job seeker cannot present themselves well in a standard interview?
- What if after you really look at the job in depth and you realize it would not be a good match for the job seeker

# INFORMATIONAL INTERVIEWS



- Gets you in the door
- Gives you opportunity to learn about the job tasks
- Able to learn about unmet needs of the employer
- A chance to begin building relationships

# TIDBIT

**It takes about six conversations with someone before he or she knows who you are and has some idea of your character and competence.**

*(Source: Contacts Count Research)*



# JOB DEVELOPMENT TIPS

- Be Enthusiastic and Confident
- Make employer the center of attention
- Don't Rush the Employer into a commitment
- Be Conscious of the Employer's Time
- Listen to the employer

# JOB DEVELOPMENT TIPS

- Do as you say
- No Human Service Jargon
- No pity
- Get a referral
- Follow up with a thank you letter

***“YOU HAVE TO EAT A LOT  
OF CEREAL BEFORE YOU  
FIND THE FREE TOY “***

*REALLY IMPORTANT STUFF MY KIDS TAUGHT ME  
BY CYNTHIA COPELAND LEWIS*

?

- Stick to goal
- Normal convo
- Ips
- Like dating
- Transportation available for waiver
- Transition to waiver billing LTSP/payment from ovr

Diverse Workforce

Customized  
Employment

Job  
Assessment

On site  
Consultation

Discovery

Follow  
up  
Services

**We have the  
Marketing  
Edge!!**

Training  
Assistance

Qualified  
Employee

# **FOLLOW UP AND LONG TERM SUPPORTS**

# PLAN TO FADE

**To provide less support than needed is unacceptable.**

**To provide more support than needed is disrespectful**



# PLAN TO FADE

- You should always have a plan to fade. Believe it or not your presence may not always be wanted. In some cases your presence may cause unintentional stigma to the supported employee.
  - This process should begin at the time a job has been obtained and carried throughout the duration of a supported employees career
  - This may be something that happens immediately, but for some it may take some time. As long as you have justified how you are trying to fade you will be fine.
  - You will want to establish natural supports to aid with fading
  - This service will be very individualized for each supported employee

**I WOULD RATHER STRUGGLE TO  
GET EVERYTHING I HAVE THAN  
TO LET SOMEONE GIVE IT TO ME.  
I NEVER WANT TO HEAR THE  
WORDS "YOU WOULDN'T HAVE  
THAT IF IT WASN'T FOR ME!"**

# SET UP FOR SUCCESS

- From the beginning realize your role is to promote independence
- Be the role model when communicating with the supported employee
- Encourage/Facilitate for the supported employee to develop the relationships with their boss, coworkers, and anyone else typically on the job site
- Make sure that everyone is on the same page and expectations are understood by everyone.
- Your end result is to work yourself in to a very minimal part of the supported employee's job

# LONG TERM SUPPORTS

Remember you are there to assist and advise, do not dictate.

- Assist: help (someone); be present as a helper or spectator
- Advise: offer suggestions about the best course of action to someone.
- Dictate: control or decisively affect; determine.

# LONG TERM SUPPORT

- Is NOT one on one support forever
- Is NOT call me if you need me
- Is NOT calling someone to check on them and never getting a response
- Is NOT following up with and employer and never talking to the supported employee
- Is NOT simply asking everything okay and moving on.
- Is NOT leaving someone on a job site because you have already gotten them a job



# LONG TERM SUPPORT

- Not the same for anyone
- Communicate with various people in the person's life, i.e case manager, residential staff, family members...
- Need ????

- Ask questions to find out what the supported employee needs and wants. Never assume everything is fine, we all know FINE is a response to a question we don't want to take the time to answer



# LONG TERM SUPPORT REQUIREMENTS

## OVR

- Two contacts are required monthly; one contact must be face to face with the employer and/or the individual (best practice would be face to face with both)
- Keep in mind that a text message, email, and phone call probably do not take 15 min. You may bulk several calls together.
- Phone calls or other attempts to contact where no contact was made during the month are not considered contacts.
- All notes must be kept in the supported employee's chart for the duration of their employment

## MPW/SCL

- Same requirement at OVR, however units can not exceed what is on a persons Plan of Care.
- Extra hours needed; contact the case manager and submit reasoning with an updated long term support plan
- This LTSP must be signed by the supported employee, Case Manager, Employment Specialist, and Guardian when appropriate

# WHEN DOES LONG TERM SUPPORT END? QUESTIONS TOO??

- It doesn't. Long Term Support is provided by the agency that received payment for a successful outcome.
- It is the agencies responsibility to keep in contact with that person and support them however is needed in relation to employment.
- I can not get a hold of the person, they have just fallen off the face of the earth.
  - Document each time you have tried to contact.
  - Try multiple ways of contact, emergency number, email, letter, Facebook, jobsite.
  - If still no success you need to mail a letter to the last known address stating that your agency will be suspending services effective 30 days from the mailing of the letter, make it clear that the person can contact you at any time in the future to receive services again.



# WHAT IF A PERSON NO LONGER WANTS SERVICE?

- Is there documentation and justification in the service notes your notes
- Does the supported employee, the employer, family know they are able to return for service anytime they would like.

**Then move out  
Of their way!**

