

SE 101

NC APSE Conference

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NCDVRS Purpose and Charge

Purpose: *To promote employment and independence for people with disabilities through customer partnership and community leadership.*

Charge: *North Carolinians with disabilities will live and work in the communities of their choice with economic and other supports available to help them achieve and maintain optimal self-sufficiency and independence.*

Training Objectives

- Be able to define Supported Employment and terms that are common in SE
- Identify and understand core values associated with Supported Employment

Federal Definition of SE

Supported employment is defined as competitive work in an integrated work setting for individuals with the most severe disabilities -

- for whom competitive employment has not traditionally occurred
- for whom competitive employment has been interrupted or intermittent as a result of severe disability
- who, because of the nature and severity of their disability, need intensive supported employment services and extended service after transition in order to perform such work

1986 reauthorization of the Rehabilitation Act of 1973 (P.L. 99-506)

NCDVRS Criteria for SE

1. Must be MSD – most significantly disabled
2. Must require a job coach
3. Must require intensive training
4. Must require extended services

The Benefit of SE

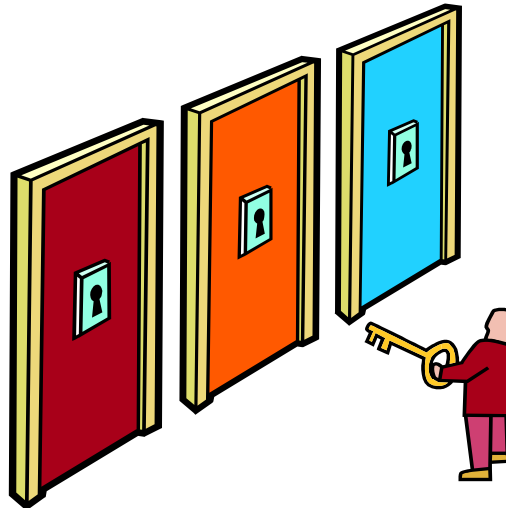


Individual SE Model

By focusing on developing jobs based on individual preferences, the individual employment model ensures that:

- work is necessary and meaningful to both the employer and the employee.
- wages are appropriate to the work done.
- employees are respected for contributing to work team.
- jobs are based on individual's interests and goals.
- jobs may be full-time or part-time based on the individual's wishes.

Choice



- The consumer and his support team (VR counselor, family/guardians, job coach) determine the types of services needed to assist him to be successful in a job of his choosing.

What is Support?

Support is the act of assisting another person. Job seekers may have a wide variety of areas where they may need support (also called support needs).



Support needs may include:

- Learning how to perform a task
- Developing friendships
- Orienting around the workplace
- Signing in and out at work
- Taking lunch breaks
- Calling in sick or late
- Coordinating transportation
- Relating to supervisor or coworkers

Reference: Murphy, S. & Rogan, P. (1996). *Developing Natural Supports in the Workplace: A practitioner's guide*. Training Resource Network, Inc., St. Augustine, FL.

Supports should be designed based on the following principles:

- Individuality
- Minimally intrusive
- Naturally occurring cues
- Personal choice
- Availability
- Effectiveness
- Cost



Job Development



- Focus on developing a relationship with the employer.
- Job development efforts reflect personal interests, preferences, and abilities as well as employer needs.
- Be professional and business-like.
- Respect the dignity of the consumer.
- At no time is job development, or the pursuit of a job, based on charity.
- Discuss what or how much the individual should disclose regarding his/her disability.

Job Development Tips

- Job search should occur within the IPE goal
- Job development can happen with or without the consumer
- Provide specific documentation to VR Counselor (Who, What, When, Where, Why)
- JD should progress over time
- JD should not exceed 3 months without meeting to discuss progress (or lack thereof)

Definitions

- *Job development*: Locating jobs for people with disabilities through networking with employers, businesses and community leaders*
- *Job Placement*: Securing a position that matches the skills, abilities, motivation, interests, needs, and goals of the individual to insure the greatest chance of success on the job

*Source: www.dol.gov/odep/archives/ek01/support.htm





Job Placement

- Decisions on whether to accept a job are made by the individual along with their support team based on reliable information on job quality, work culture, and employee/employer benefit.

- Jobs match a person's interests, preferences, and aptitudes.
- Some work experiences can be productive for building an employment history and developing skills. Jobs that may provide the consumer with an opportunity for advancement can be considered as initial career steps and not as career fulfillment. A meeting to discuss the merit of a job opportunity with the consumer and their support team may be warranted.
- Wages and benefits should reflect the norms of the employment market for similar positions and performance.
- Job placements are not made on the basis of community rehabilitation provider (CRP) service, convenience, or availability



When your client gets the job?

1. Notify the VR Counselor, who must approve the job match and assure that it is on the IPE
2. Document VR Job Match Approval
3. Obtain an authorization for Intensive Training (SUR or individual authorization)
4. Assure client is ready to work...
 - Can they get there on time?
 - Be dressed appropriately?
 - Do they understand how going to work may affect benefits?
 - Do they have a positive confident attitude?
 - Has dependable transportation
 - Feels that the job site is a “safe” place to work

Intensive Training

- Time spent by the coach to learn the job tasks, the job culture, the supervisors and co workers, and developing instructional plans.
- Time spent elbow to elbow training on the job.
- Training means to give the natural cue and then add information or support to get the worker to respond
- Use the prompts that “fit” the work environment
- Try to act as a consultant...encourage the supervisor to be the trainer; developing natural supports on the job.
- Communicate progress and obstacles to the VR Counselor

Long-term Vocational Support a.k.a. Extended Services or Ongoing Support Services

As defined by Federal Policy is at least twice monthly monitoring at the worksite unless off site is more appropriate as noted on the IPE

This monitoring may include the supervisor, worker, coworker, or family

Ongoing Support Services

include...

- ...individualized supports such as transportation, job site training, family support, or any services necessary to maintain job stability.
- ...a minimum of two monthly contacts, preferably at the worksite or a place that is comfortable to the employee and the employer.
- ...services throughout the term of employment.
- ...consultation with supervisors or coworkers to aid them in supporting the employee.
- ...career advancement support.

Why are extended services important?

1. They are required by federal SE policy
2. Shows employers that you are as good as your word
3. Keeps people working
4. Demonstrates a quality program

Important Definitions in Supported Employment

Competitive Work involves...

-paid work consistent with the abilities, capabilities, and interests of the individual and is at least minimum wage and consistent with wages paid to the workers without disabilities who have similar job functions.
-full or part-time schedules determined on an individual basis

Important Definitions in Supported Employment

Integrated Work Setting...

-a setting typically found in the community in which persons with disabilities interact with persons without disabilities, to the same extent that persons without disabilities working in comparable positions interact with other persons.

In case you wanted to know

Transitional Employment means...

- ...a series of temporary job placements in competitive work in integrated settings with ongoing support services for individual with the most significant disabilities due to mental illness.
- ...the provisions of ongoing support services must include continuing sequential job placements until a permanent job is achieved.

- Accurate documentation is important for continuity of care, planning for the consumer, and future service provision.
- Therefore you should record as much information as possible based on direct communication with the consumer.





We are just a
phone call or
email away!

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QUESTIONS



Credits

- Definitions from the presentation were taken from...
- DiLeo, Dale. (2004). SE Center on Disability and Employment. In *Supported Employment Orientation*. Retrieved April 8, 2011, from http://www.cde.tennessee.edu/html/training/se/SEO_begin.htm#ack.

Resources

- www.dol.gov/odep/archives/ek01/support.htm Department of Labor
- www.snagajob.com when searching for part time jobs only
- www.ncesc.com North Carolina Employment Security Commission
- www.Apse.org Association of Persons in Supported Employment (APSE)
- www.worksupport.com Virginia Commonwealth University
- www.t-tap.org Training and Technical Assistance for Providers (Dept. of Labor)
- www.trninc.com Training Resource Network, Inc.
- www.myceon.com The University of Tennessee (Center on Disability)



“I’m looking for a job in customer service. So, I’m distributing my resume.”