**Career Profile – Roadmap to Job Development**

**IPS Supported Employment/\*Education Referral**

***\*Assisting people to advance their careers through additional schooling and technical training has always been considered part of the IPS intervention. The Career Profile intends to gather information through conversation, not in an interview style. Information can be gathered in different sections and is not necessarily chronological. For further information, consult your IPS Trainer. \****

**Referral Face Sheet**

**Date of referral:** 1/10/2019

 **Date of birth:** 6/2/1986

**Social Security#:** 000-00-0000

**Name:** Bethany Ford

**Preferred Pronouns:** She & Her

**Address:** 90210 Beverly Hills Drive, Louisville, KY 40203

**Email:**  bford@email.com

**Phone number/s:** 999-888-7777

**Best way to reach:** Phone number listed above

**Case Manager:** Bob Barker – Case Manager (999)-555-4444

**Therapist:** Dr. Gloria (999)-444-3333

**Office of Vocational Rehabilitation Counselor:** Betty Crocker (999)-222-1111

[x]  Referral sent to Office of Vocational Rehabilitation

**Other healthcare/social service providers:** N/A

**Court-appointed guardian? If so, please list their name and contact information.**

[ ] Yes [x]  No [ ] N/A Click here to enter text.

**Has this consumer signed a release of information (ROI) allowing recent treatment records to be released to OVR with this referral form?** [x] Yes [ ]  No

**How long has the consumer been receiving services at this referring agency?** Bethany has been receiving services from the provider agency since 1/10/19.

**What is the person saying about work? Why does s/he want to work now? What type of job?** Bethany wants to return to work for financial reasons. She does not receive Social Security benefits and needs to obtain a stable income. She is interested in obtaining a full-time retail job. She also reports that she wants to “get out of the house”.

**Is this person interested in further education to advance his/her career goals?**

She reports that she has thought about attending tech school in the past to become a pharmacy technician, but that she is not interested in pursuing school at this time.

**Please include information about the person’s illness (*diagnosis, symptoms, etc.*). For example, how might the person’s illness (and/or substance use) affect a job or return to school?** Bethany reports that she has been diagnosed with depression and anxiety. When she is experiencing depression, she doesn’t want to be around people or talk to people. She doesn’t feel that her diagnoses will be a problem in relation to work. She doesn’t think substance use will affect her job.

**What are some of the person’s strengths? (*Experience, training, personality, support, etc.*)**

Bethany identified some of her strengths as being a good worker, being dependable, she knows how to ride the bus, retail experience (6 yrs.), currently has good supports in place, as well as strong customer service skills.

**What job (type of job, hours, etc.) would be a good match?** Bethany wants a full-time retail position. She wants it to be near her home and on the bus line.

*Michelle Kringle*

**IPS Career Profile**

***\*This tool is to be completed by the IPS specialist, typically but not always, within the first few weeks of meeting someone. During this time, the IPS specialist uses this tool to elicit conversation and learn about a consumer’s preferences.***

***Sources of information include the person, the mental health treatment team, consumer records, and, with permission, family members and previous employers. The profile should be updated with each new job and education experience using job start, job end, and/or education experience forms. Additional updates can be included in progress notes and/or reports for Vocational Rehabilitation. \****

# Daily Routines

*(What further details would be beneficial to know? How can the ES be more specific?)*

**What is your daily routine?** (*Include the person’s sleep hours, self-care, responsibilities, etc.*) Bethany usually gets up at 9:00 or 10:00 am and makes herself breakfast. Afterwards, she showers and gets dressed for the day. During the day she will read, watch TV, and do some light cleaning around the house. She will take a walk into town to go into shops or to the library to use a computer. In the evenings she will eat dinner wither mother and see friends a few times a week in the evenings. She usually goes to bed around 11:00 pm.

**What would be a perfect day for you—including work/school?** A perfect day would be getting up at her normal time, making breakfast, getting dressed, and going to a job that she enjoys. She would get home from work and spend some time with her mother and make something for dinner. In the evenings, she would see her sister or visit with friends. She would read or watch TV before going to bed.

**What time of day do you feel your best?** Bethany reported that she feels her best a few hours after waking up, when she has taken her medication and has eaten.

**Are there places in your neighborhood that you like to go to?** Bethany stated that she likes to go to the library to use the computer and she will walk to the store sometimes “when she is bored”.

**Do you belong to clubs, groups, a church, etc.?** Bethany has a small circle of friends from high school that she keeps in regular contact with. She also has some friends from previous jobs that she keeps in touch with and will see occasionally.

**What hobbies or interests do you have?** She enjoys reading and watching television. Bethany enjoys watching programs and reading about true crime.

# Work Goal

**What are your strengths? (*What do you enjoy doing? What compliments have you received? How do you interact with technology?)*** Bethany identified some of her strengths as being a good worker and being dependable. She knows how to ride the bus and has retail experience (6 yrs.). Bethany feels that she has good supports in place from her family, as well as strong customer service skills. Bethany reported that she learned computer skills, cash register skills, how to stock inventory, and customer service skills in her past jobs.

*(We later see that she enjoyed working as a bathroom attendant and a cashier, so personal interaction is very important to her. Where else could she do that?)*

**What kind of work have you always wanted to do, and what about this work that interests you?** Bethany wants a full-time retail position. She wants it to be near her home and on the bus line. “I think I would be good at retail because I really do like talking to people and I like the atmosphere in stores.”

**What are your Top 5 Jobs that interest you and why?** Bethany stated that she has always liked the idea of working with animals. Her practical experience shows that she enjoys working with customers in a retail setting.

*(Working with animals is worth exploring further but could also mean that she just wants a pet.)*

**What type of job do you think you would like to have now? *(What appeals to you about that type of work? What job would you* not *want? Is there anything that worries you about working a job? What do you hope to get out of working a job?)***Bethany would like a retail position. She would like to be a cashier. She likes being around people and providing customer service. She has held retail positions in the past and enjoyed them, so she thinks she would like to have a job like that again.

**What other preferences do you have for a job?** (*What careers would you like to learn more about)?* Bethany is interested in learning more about jobs that involve animals. She hasn’t had a pet before in her life, and always thought it would be a fun idea.

**How many hours per week do you want to work?** 40

**How many hours each day do you want to work?** 8

**Could you work the First, Second, or Third Shift?** Second shift would be preferable and is more likely a busier time for retail businesses.

**Could you work weekends if necessary?** Bethany would prefer not to work weekends so that they are free for her family and friends.

**Is it important to you whether your supervisor is male or female? Please discuss and describe any preferences or concerns regarding your supervisor or coworkers.** Bethany doesn’t have a preference; she just wants there to be a good personality match with someone who isn’t “overbearing” or a “micromanager”.

**Do you have two forms of Identification? (Picture ID, Social Security Card, etc.?** Bethany has two forms of identification that will make her eligible for employment.

**Supports**

**Who can help us think about jobs you would enjoy?** Bethany thinks that her mother and sister would be good people to speak with about jobs that she would enjoy. Her friends might be good to speak with also.

[x]  **An appointment was made with this person to discuss jobs. If not, why?** Bethany consented to an interview with her mom and sister, but she thought that interviewing her friends would be too personal.

**What types of jobs do your friends and family members hold? What do you think about those jobs?** Bethany’s mother works in an insurance agency as an assistant, and her sister is a physical therapist at a pediatric hospital.

**Do you know anyone who works in your desired field? If so, could this person(s) be helpful in your job search?** Bethany has a few friends who work in customer service, but she isn’t sure if they would be good connections or if she would want to work where they do.

**Once you are employed, who would be a good person to support you? Why have you chosen this person(s)?** Bethany said that she would like to keep in touch with the employment specialist and hopes to find some natural supports at work from her supervisor and senior team members.

**If I have trouble getting a hold of you, who would be a good person to contact to ensure you are okay and let you know about employment opportunities?** Bethany thinks that her mother and sister would be good options that will be able to reach her.

## Adult Education [ ] N/A

## *Adult Age Range: 25+*

**Are you interested in attending school or vocational training to advance your work career?** Bethany has previously wanted to go to a technical school to become a pharmacy technician, but she currently doesn’t want to be in school.

**Tell me about your education history: High School/College/Certificate/Community College/Vocational Training?** She last attended Robert Ford High School. She graduated in 1994 with her diploma.

**How do you learn best? (*By reading, listening, trying things out yourself? What subjects did you like best/least? Were you in any advanced classes? Were you recognized for anything special?)*** Bethany reported that she liked school “sometimes” and did “okay” with her grades. She stated that she was not in any special classes. She enjoys reading but learns to do things best by doing them herself.

*(Plenty of room for more detail… what about learning outside of school?)*

**Did you have any accommodations in school? Yes** [ ]  **No** [x]

**If yes, please describe the accommodation(s) received.** Click here to enter text.

**Do you have copies of the degrees, licenses, and certificates you earned? Please also list the dates any degree, license, or certificate was obtained.**  Bethany has a copy of her high school diploma.

**What training, such as certificates, licenses, or degrees, will support your work goal?** Bethany has six years of customer service experience at JJ’s Bar and Grill and at K-Mart.

**What other preferences do you have for additional education or job/vocational training?** Bethany would like assistance with applying for jobs, developing a resume, and going through interviews.

**Would you like assistance learning about financial aid opportunities for education programs?** Not at this time.

## Youth/Young Adult Education [ ] N/A

## *Youth Age range: 16-24 years old*

**Are you currently enrolled in school or training? If yes, please tell me about it.** Bethany is not currently enrolled in school or vocational training.

**While in High School, did you start or complete any vocational training relevant to your current career path? Please tell me about it.** Bethany did not receive any vocational training in high school.

**In school, what different strategies helped you learn?** Bethany enjoyed reading and writing in high school. She preferred working in a quiet setting.

**Were you in any advanced classes? Which ones?** No.

**What are your strengths related to being a student?** Reading comprehension and science. Bethany enjoyed chemistry.

**Would you be interested in visiting some local programs (Community College, Four-year College, Adult Vocational Training) to learn about different options for degrees and certificates? If so, when would you like to do this?** She reports that she has thought about attending tech school in the past to become a pharmacy technician, but that she is not interested in pursuing school at this time.

##  Plans for School and Training [x] N/A *Adult/Youth*

**What do you need to start school? (Access to a computer, Computer Literacy, Quiet place to study, Transit card, etc.)** Click here to enter text.

**Do you have any challenges with the following:**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  | Comments |
| Being called on in class | [ ]  Okay | [ ]  Problem | Click here to enter text. |
| Social situations | [ ]  Okay | [ ]  Problem | Click here to enter text. |
| Taking tests | [ ]  Okay | [ ]  Problem | Click here to enter text. |
| Learning from lecture | [ ]  Okay | [ ]  Problem | Click here to enter text. |
| Learning by reading | [ ]  Okay | [ ]  Problem | Click here to enter text. |
| Learning hands-on | [ ]  Okay | [ ]  Problem | Click here to enter text. |
| Concentration | [ ]  Okay | [ ]  Problem | Click here to enter text. |
| Memory | [ ]  Okay | [ ]  Problem | Click here to enter text. |
| Using computers | [ ]  Okay | [ ]  Problem | Click here to enter text. |

**Do you have any student debt?** Click here to enter text.

 -**How much?** Click here to enter text.

 -**How are your payments on the debt going?** Click here to enter text.

**Have you ever received financial aid for school? Did you receive a grant? What type? Have you ever defaulted on a grant or student loan?** Click here to enter text.

## Work Experience [ ] N/A – The person has no work experience.

**Favorite job**

|  |  |
| --- | --- |
| Job title: | Bathroom Attendant |
| Employer: | JJ’s Bar and Grille |
| Job duties: | Provided customer service; gave customers soap, paper towels, mints, etc.; maintained cleanliness of the restroom. |
| Start Date: | January 2014 | End Date: | March 2015 |
| How many hours per week: | 36-40 hours a week. |
| How did you find this job? | Online |
| What did you like about job? | Interacting with the customers. |
| What did you dislike? | She could not identify anything that she didn’t like about this job. |
| What was your supervisor like? Your co-workers? | Bethany reported that there were “issues with her supervisor”. |
| Reason for leaving job? | The issues with her supervisor led to her quitting her position. |
| Who supported you, or what supports did you have for this job: | No supports. |

**Second favorite job** [ ] N/A

|  |  |
| --- | --- |
| Job title: | Cashier |
| Employer: | K-Mart |
| Job duties: | Checking people out at the register, providing customer service, assisting with stocking as needed.  |
| Start Date: | June 2008 | End Date: | October 2012 |
| How many hours per week: | 40 |
| How did you find this job? | Online |
| What did you like about job? | She liked spending time with customers, and she liked “being busy” throughout her shift. |
| What did you dislike? | There wasn’t anything that she disliked about this job. |
| What was your supervisor like? Your co-workers? | The front-end manager was “okay”. |
| Reason for leaving job? | She reported that she “was fired due to stealing from the register.” She was charged with a misdemeanor. |
| Who supported you, or what support did you have for this job: | Bethany as trained by a senior cash register attendant. |

**Least favorite job** [x] N/A

|  |  |
| --- | --- |
| Job title: | Click here to enter text. |
| Employer: | Click here to enter text. |
| Job duties: | Click here to enter text. |
| Start Date: | Click here to enter text. | End Date: | Click here to enter text. |
| How many hours per week: | Click here to enter text. |
| How did you find this job? | Click here to enter text. |
| What did you like about job? | Click here to enter text. |
| What did you dislike? | Click here to enter text. |
| What was your supervisor like? Your co-workers? | Click here to enter text. |
| Reason for leaving job? | Click here to enter text. |
| Who supported you, or what supports did you have for this job: | Click here to enter text. |

**Another job you did not like** [x] N/A

|  |  |
| --- | --- |
| Job title: | Click here to enter text. |
| Employer: | Click here to enter text. |
| Job duties: | Click here to enter text. |
| Start Date: | Click here to enter text. | End Date: | Click here to enter text. |
| How many hours per week: | Click here to enter text. |
| How did you find this job? | Click here to enter text. |
| What did you like about job? | Click here to enter text. |
| What did you dislike? | Click here to enter text. |
| What was your supervisor like? Your co-workers? | Click here to enter text. |
| Reason for leaving job? | Click here to enter text. |
| Who supported you, or what supports did you have for this job: | Click here to enter text. |

**Military Experience** [x]  **N/A**

|  |  |
| --- | --- |
| Branch: | Click here to enter text. |
| Dates: | Click here to enter text. |
| Training or work experience: | Click here to enter text. |
| Certificate or license:  | Click here to enter text. |

**Do you have your DD214 (Discharge from Active Duty)?** Click here to enter text.

**Do you have any concerns regarding employment due to your military service? Is there additional information to share?** Click here to enter text.

**Cultural Background**

Use the following script to introduce the next set of questions to the person:

*“Your cultural background and story are important to help learn who you are and how employment/education fits into your life.”*

**Describe what you think about when asked about your cultural background:** Bethany says that she doesn’t think much about her cultural background. She says that her family is all from Tennessee and Georgia.

**How do you identify yourself (*race, ethnicity, gender, color, economic status*)?** Bethany identifies herself as a white female. She says that she knows she and her family don’t have a lot of money, but they usually “get by”.

**What is important to you in terms of your background and culture? (*i.e., race, ethnicity, color, gender, economic status, etc.*)** Bethany says that her diagnosis and background are important to her, but she mostly wants to have a “normal” life without anything defining her.

**Are there any cultural norms that would assist you in feeling comfortable at work/school?** It is important to Bethany that she appears professional at work and not to stand out in any kind of negative way.

**Which languages do you speak? Which language do you prefer?** Bethany speaks English and knows a few Spanish words.

**What special events or holidays do you celebrate? Are there family traditions or holidays that would affect work?** Bethany and her family celebrate their birthdays and the major Christian and American holidays.

**If I meet your family members/supporters, *what should I know about their culture when speaking with or visiting them at home? (Example: Second language, in-person meeting, shoes at the door or outside before entering the house, introductions, eye contact, personal space, etc.)***Bethany described her family as friendly and said that there “wasn’t anything to worry about” when meeting them.

**Have you ever felt discriminated against regarding a job or at school? Could you tell me about that?** Bethany feels like her supervisor at JJ’s Bar and Grill didn’t like her for some reason, but she wouldn’t say it was discriminatory.

**Health**

**Please tell me about your mental health (*Medications/Side effects/Diagnosis/Current treatment, if any*).** Bethany reported that she has been diagnosed with Depression w/Psychotic features. She stated that her symptoms include a lack of motivation, “not wanting to get out of bed”, and mood swings.

**What helps you manage symptoms? (*What helps you manage symptoms on the job, or how have you handled this in the past? How can we work together to manage symptoms on the job?*)** Bethany reported that she takes Wellbutrin in the mornings. She stated that sometimes her medication can cause her mouth to be dry, but that overall she does not have any major side effects from her medication. Reading/watching TV also helps.

**How does your physical health impact you? (*Doctor Note/restrictions, accommodations needed, lifting, bending, standing, sitting, climbing, reaching, etc*.)** Bethany stated that when she is experiencing her depression she does not want to be around people and suffers from a lack of motivation. It has affected relationships in the past. Now she reports that she is on medication, and she is not seeing these symptoms

**Some employers use drug screens while hiring. Is this a concern for you?** Bethany says that she will be able to pass a drug test.

**What would help you manage your MH/substance use so that you can be productive and safe at work or school?** [x]  No concern Bethany feels that her current medications are helping her to deal with depression symptoms. She also feels that having work as part of her routine and being able to be out of the house and interacting with others will be beneficial to her mental health.

**Do you have trouble remembering appointments? How do you overcome this, or how can I help?** Bethany says that she stays organized with her calendar on her phone and that she doesn’t miss appointments or is late for them.

**Do you have any concerns with concentration, and if so, how might this affect your employment?** Bethany says that staying busy at work helps her to focus on the task at hand. She doesn’t mind having a lot of customers coming through her checkout line.

## Social Strengths

**What are your social strengths? *(How do you work with others on a job? What are your preferences for a social environment? Describe the personality of a supervisor/teacher whom you would enjoy. What helps you to have positive interactions with others?)*** Bethany reported that she gets along well with others. She has had some issues in the past with people, but she reports that she told management about her concerns instead of attempting to handle it herself.

**How do you feel when you communicate with others? Have you ever struggled to communicate with your supervisor/coworkers? If so, share what was challenging about communicating with them.** Bethany likes to chat with people socially and having casual conversations with others. Greeting customers and asking about their experience is part of what she enjoys about customer service. If she feels someone is being unfair to her at work, she would prefer to speak to a manager about it, rather than discussing it with the coworker.

**Who are your family/supporters, and how do they feel about you going to work? Who would you call first if you got offered a job tomorrow?** She lives with her mother right now since she does not have any income. She has been with her mother for about two months and this is stable at this time. Bethany identified her sister-in-law as a good support to help her think of good jobs for her. She also stated that her sister-in-law would be a support after she is employed as well.

**Describe your current living situation and any goals you may have for the future living situation. (*Alone, with family, supported housing?*)** Bethany is currently living with her mother and she able to bathe/shower at her home.

## Benefits ☐ N/A

**Do you receive any of the following benefits?**

[ ]  SSI [ ]  SSDI [ ]  Housing Subsidy [x]  Food Stamps [ ]  K-TAP

[ ]  W-Comp

[ ]  Retirement from previous job [ ]  VA benefits (combat-related? [ ]  Yes)

[ ]  Spouse or dependent child receives benefits. [ ]  UI (Unemployment Insurance)

[ ]  Medicaid [ ]  Medicare [ ]  Other benefits: Click here to enter text.

[ ]  Unsure which benefits s/he receives [ ]  Michelle P, SCL, or other waivers.

[ ]  No benefits

Click here to enter text.

**If you do not manage your finances, who handles this for you, such as a power of attorney or state guardian?** [ ]  N/A

Click here to enter text.

[x]  **Referral made to certified work incentive benefits planner** (Receiving SSI, SSDI, or both).

Bethany is going to call a representative at SNAP to discuss how her earnings may affect her benefits.

**Would it help if I attended the appointment with you?** No.

**If no referral, why not? *(An example could include not receiving SSI/SSDI benefits, choosing to complete DB101 independently, etc.)***

The only public benefit that Bethany is receiving currently is SNAP. She can speak to a counselor about the effect of her wages on this benefit.

**Document the name of the Certified Work Incentive Counselor (CWIC), agency affiliation, and date(s) of appointment(s): *(In some cases, this appointment may be scheduled later. Please revisit the career profile, if possible, and update this section when the meeting is scheduled. An IPS activity note could also be used.)***

Bob Barker, Bethany’s MH specialist from Eleven Counties Services, will be assisting Bethany.

**If the consumer receives other state or federal subsidies (*excluding SSI and SSDI*), who other than the employment specialist discussed how working would affect these benefits? (*Examples can include a case manager assisting with visiting the food stamp office or a peer specialist exploring a housing subsidy or Medicaid.*) Please provide details.**

Bob Barker, Bethany’s MH specialist from Eleven Counties Services, will be assisting Bethany.

## Preference for Sharing Personal Information

## (Disclosure)

Please explain that each person using IPS services can decide if their specialist will contact employers or education programs on their behalf and that they can change their mind at any time. Give examples of how their information may be shared at the beginning of this discussion.

**What could be some advantages of having an IPS specialist contact employers or education programs on your behalf?** Having another individual working on contacting employers could help broaden the job search.

**What could be some of the disadvantages?** Bethany feels that having an employment specialist contact employers on her behalf would be demeaning to her as it would imply that she couldn’t contact them herself.

**What can I share with an employer as your advocate? Be specific (*Some examples include hospitalization, medications, diagnosis, and accommodations)***

 Bethany has a misdemeanor on her record, which may require admission, but not unless necessary.

**What can I not share with an employer as your advocate? Be Specific. (*Some examples include hospitalization, medications, diagnosis, and accommodations)*** Bethany would prefer not to diagnose her disability unless she feels that she needs an accommodation put in place.

**If you decided that the specialist should not contact employers, what things would you like him or her to do to help you find a job?**

[x]  Help with job leads [x]  Help filling out applications [x]  Help writing a resume

[x]  Rides to job interviews [x]  Practicing job interview questions and answers

[x]  Help following up on applications [x]  Other: Click here to enter text.

## Legal History ☐ N/A

**Are you concerned about a pre-employment screening (*legal history, substance use test, suspended license…*)?** Bethany has prior misdemeanors for theft and simple possession. Most employers inquire about felony convictions and may issue a background check. Bethany said that she will be able to pass a drug screen.

**Do you have any restrictions regarding where you can work or go to school?** It will be beneficial for Bethany to work on the bus line for transportation purposes.

**Do you have any pending legal charges?** **Yes** [ ]  **No** [x]

**If yes, please explain:** N/A

**If you have a probation officer, would it be helpful to let them know you are looking for work with our program?** N/A

**Would you like help learning what is on your legal record and obtaining a copy of your record from the OVR?** Bethany would be interested in getting further information about getting her record expunged.

## Transportation Plan

**What is your current plan to get to and from work?** Her mother can transport her to and from work. She also has her driver’s license, so she can borrow her mother’s car occasionally. She is also able to ride the bus.

**Do you have a backup plan to get to and from work if your primary mode of transportation fails? Do you need assistance in developing a backup transportation plan?** Bethany can ask her mother and her sister for a ride to work when necessary and with sufficient planning.

**Do you have any concerns about arriving at work on time? If so, what are your concerns, and has this been a barrier for you in the past?** Bethany hasn’t had problems with punctuality in the past and doesn’t foresee it to be an issue in the future.

**How far are you willing to travel for work? (*20+ miles from home, only travel within your count*y)** Bethany is interested in working somewhere that she can travel to on the public bus system.

## Additional Information

**Have you talked with treatment team members, family members, and supporters of the individual? Please provide any additional information regarding conversations with the consumer’s support team.** The ES is working on scheduling a meeting with Bethany’s mother and sister. Bethany has been reluctant to allow the ES to meet with her friends thus far.

**Have you conducted career exploration with the consumer in the community? Please describe these activities and your findings as they relate to the vocational goal identified in this report and on the job search plan.** The ES is interested in working with Bethany on identifying the best retail experience for her interests and learning more about working with animals.

**Suggested Employment Goal(s):** Explore retailers in Bethany’s area to determine her level of interest and learn more about jobs involving animals.

*Michelle Kringle* Date: 2/1/2019

Staff Signature

*Bethany Ford* Date: 2/1/2019

Job Seeker/student signature

|  |  |  |
| --- | --- | --- |
|  |  |  |