

Getting to Know the Business, On the Job & Long Term Supports

Supported Employment Core Training

Session 1 - Zoom Day 3

Learning about the business ahead of time
allows us to identify potential

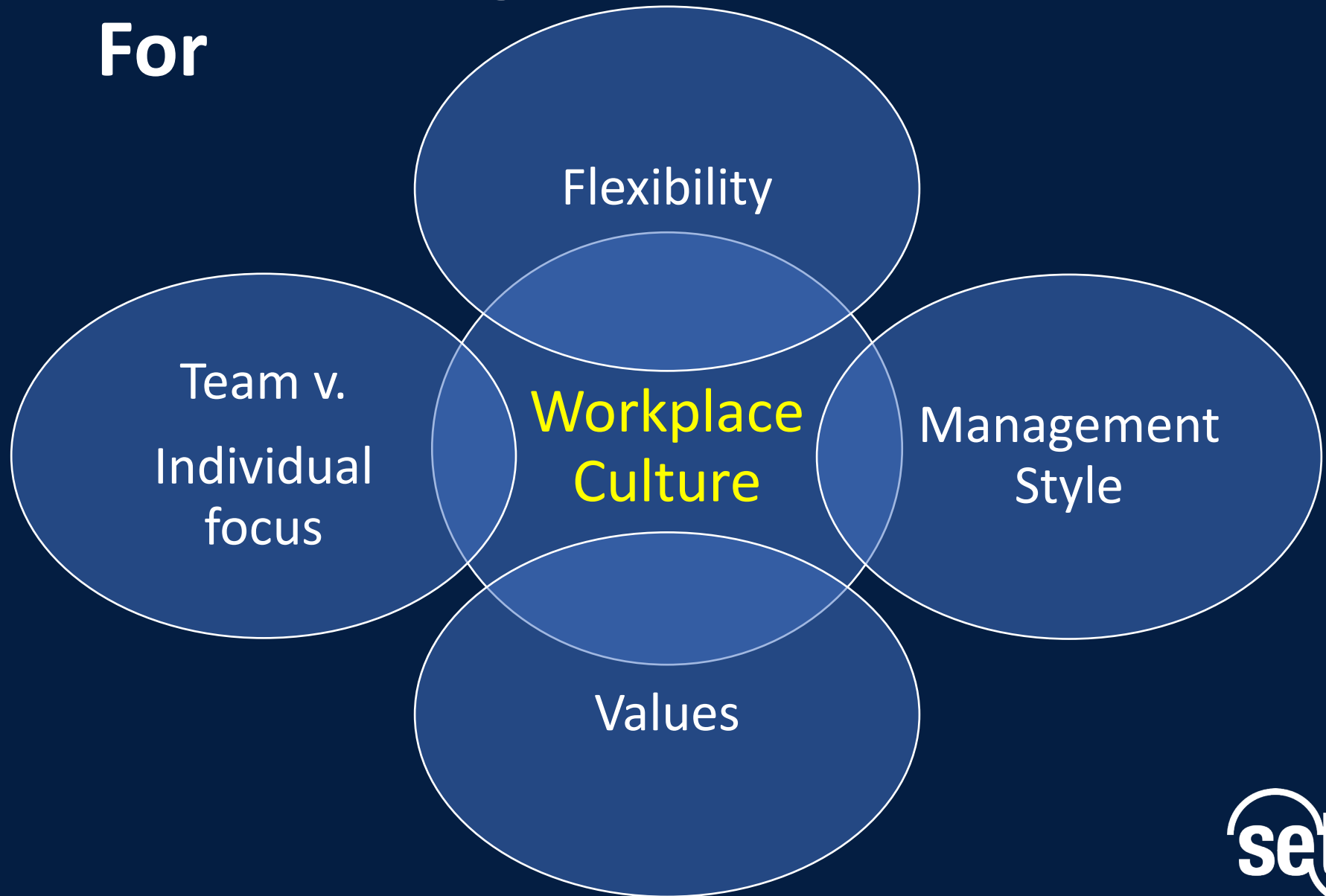
NATURAL SUPPORTS

Natural Supports

- Are methods of inclusion and assistance that exist in any given workplace, and that an employee with a disability can tap into. These supports help the person to perform her role, and also to feel socially included – which is crucial for high performance and job retention.
- Natural supports can involve people, procedures, customs, tools, and benefits that are typically available in the workplace, along with individualized supports seen as normative within the setting.

- While you use what “naturally” exists in the workplace....
- This may not happen “naturally” without you being intentional!
- It’s natural. Not magic.

Culture Diagram – What to Look For



Natural Supports Research

- typical business practices =
 - higher wages
 - better integration and interaction with non-disabled co-workers
- greater hours of direct support* =
 - less typical orientation and training
 - lower wages and less typical compensation package

regardless of level of disability

“Analysis of Typicalness of Supported Employment Jobs, Natural Supports, and Wage and Integration Outcomes” (Mank, et al., AAMR, 1997)

“Patterns of Support for Employees with Severe Disabilities” (Mank, et al., – AAMR, 1997)



More natural support considerations

“...these data show that if a person’s employment features and conditions are atypical in the beginning, then their employment is likely to *continue* to be atypical over time.”

Or “once funky, always funky.”

“Analysis of Typicalness of Supported Employment Jobs, Natural Supports, and Wage and Integration Outcomes” (Mank, Cioffi, and Yovanoff – AAMR, 1997)



Importance of Interaction

Social integration comes first, not second.

Research has shown that new workers first develop social connections and then master their job responsibilities.

It's often those social relationships that help develop natural supports. Social connections also help create the flexibility that allows natural supports to function.

-Institute for Community Inclusion/UMass Boston (2015)



Supported Employment Services

- This is a new service, billable by the hour, as of October 1, 2024
 - It's not actually NEW, it just has a new name and hourly rate
- Intensive services to support someone to learn the job, routines, expectations and reach stability
- Remember – these intensive Supported Employment Services are what are needed for someone to be eligible for supported employment
- Minimum 30 days to a maximum of 2 years

Supported Employment Services

- May occur on or off the job site
- May be directly with or on behalf of the consumer
- You will receive the authorization before the first day of work so you can bill
 - This is why the Job Acquisition Report gets submitted as early as you can, once all information is known

Be Prepared for the First Day

- Have personal info – full name, address, Date of Birth
- Review the W4 – know how to complete
 - Social Security number
 - Tax withholding info
- Have 2 forms of ID ready to take (such as)
 - Driver's license
 - State ID
 - Passport
 - Social Security Card
 - Birth Certificate
- Emergency Contact info
- Voided Check for direct deposit or proof of routing number



On the Job

- Want to ensure that your client is seen as a valued employee of that business.
- Be careful you don't teach employers that people with a disability *need* someone with them.
- When you are at the job site, be helpful but try not to get in the way of others doing their work OR others interacting with your client.
- Promote typical interaction, as appropriate, with co-workers:
 - Have your client ask for help or direction
 - Have him/her greet co-workers upon arrival

The goal is independence on the job



Be intentional about **NOT** becoming
part of the job

Find supports that do not include your
physical presence

- What is already there?
- What needs to be brought in?
 - Apps, checklists, and other supports
- IF you will be present providing support at first, be on the lookout for including these things ASAP!

Supported Employment Services - examples

- Support learning of essential job functions
- Facilitate introductions
- Facilitating clear communication & expectations with supervisor and co-workers
 - Guide through onboarding process (email/training)
 - Understand tasks
 - Understand chain of command
 - Understand where to ask questions
- Help establish workplace routines
 - Clock in/out
 - Sequence of typical tasks
 - Breaks

Supported Employment Services – examples

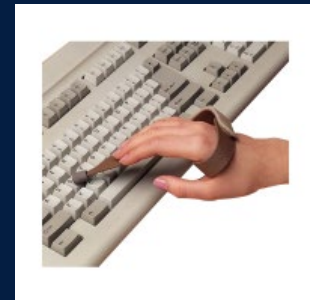
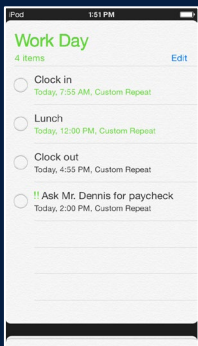
- Use what you know:
 - How does the person best learn and are instructions provided in this manner?
 - How can you adjust or supplement what is typically offered?
- Note any difficulties and offer additional support
 - Chunking tasks, breaking tasks into more steps
 - Model tasks and practice
 - Clarify type of instruction (is it consistent and in a manner that is understandable?)

Supported Employment Services – connecting people to what they need

- Lighting
 - Noise Cancelling Headphones
 - Zoom option for meetings
 - Breaks
 - Ability to close a door
 - Remote work option/hybrid
 - Different material for uniform
- Meeting agenda in advance; tight timeframes
 - Agreed upon methods for communication
 - Clear expectations (written, verbal, pictures)
 - Point (safe) person for questions and translation

Assistive Technology – Rehab Techs

- Available to all consumers of OVR service, if referred by VR Counselor
- Common supports include help with memory and retention, communication, and overcoming physical barriers, as well as assistance with workflow and ergonomics.
- Able to consult but also have a budget to purchase items.
- Items to lend/try out, also look for KATS Network.
- Could ask the Case Manager about purchases as well.



Who do I talk to?

- Supported Employee
- Supervisor
- Co-workers
- Family or residential staff (key people)

Obviously, you only speak to people you are allowed to speak with. If employee didn't disclose, you do not begin to follow up with employer or co-workers.

Intro example



Example of Supported Employment Services – Old Navy

Present for training:

- ✓ Modeling
- ✓ Onsite support of task completion
- ✓ Clarifying roles, communication, processes
- ✓ Identifying natural supports, point person for question
- ✓ Communicating with residential staff about schedule, transportation, expectations
- ✓ Creation of task list
 - ✓ Paper for in store
 - ✓ Electronic – on phone, computer

An example of Supported Employment Services –modeling & instruction

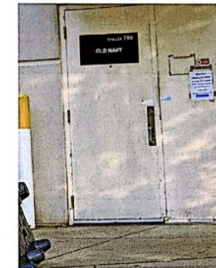


Melissa's Picture Book – Remote Support

Melissa's Facilities Book



Entering the Building



Ring the doorbell! If nobody answers, then call:

270- [redacted]

Health Screening

Temperature must be below 100.5

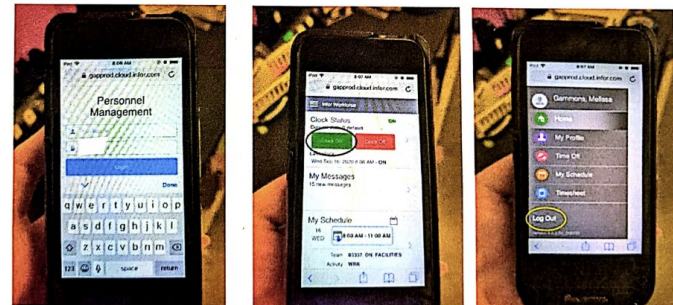
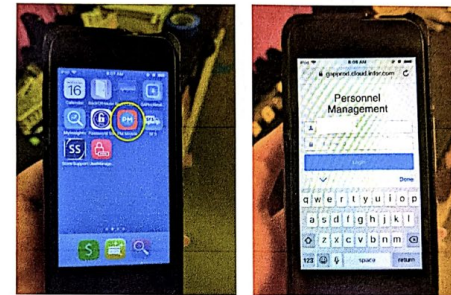


Normal



Clocking In

Phone code is:



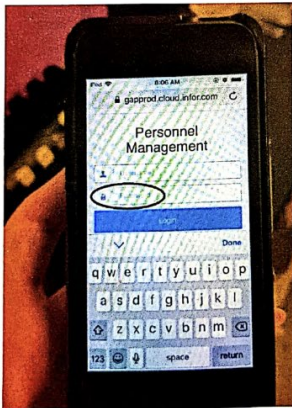
Don't forget to log out!

Username & Password



Username:

7777777



Password:

5555

What You NEED on Your Cart

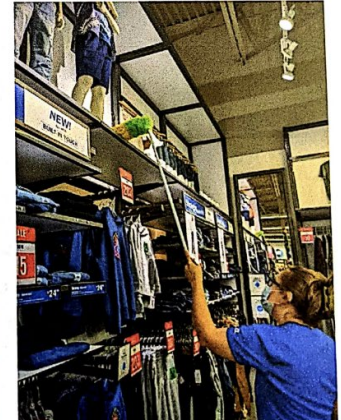


Sweeping / Dust Mopping



Dusting

Only use the **YELLOW** cleaner!



Cleaning Mirrors



Only use the **BLUE** Cleaner on mirrors and windows.



Cleaning Mirrors

Reminder: Only use the **BLUE** cleaner!

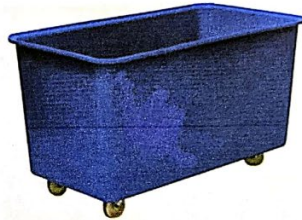


You only have to clean the tops once per month!

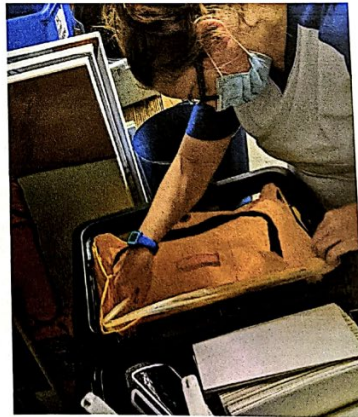
Taking Out the Trash



Remember to put the trash in the **BLUE** bin!
If the bin is full, place it on the floor **IN FRONT** of the bin.

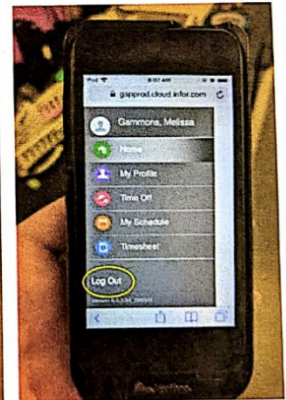
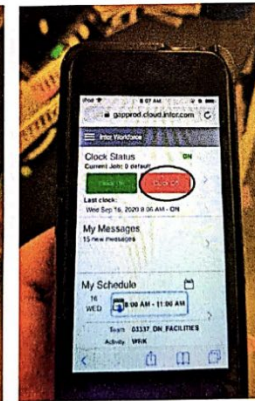
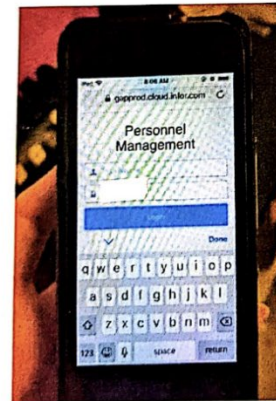
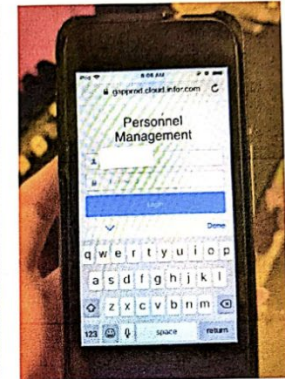


Don't forget to
replace the
bag!



Clocking Out

Phone code is:



Don't forget to log out!

Leaving the Building

Remember to go out the front door!



Use hand sanitizer before getting into the transport van!



Important Information to Know:

Employee ID: 7777777

Password: 5555

Phone Code (to clock in/out): 333333

Door Code (breakroom & stockroom): 1111

Clock In: 8:00 a.m.

Clock Out: 11:00 a.m.



2625 Scottsville Road
Bowling Green, KY 42104
(270) 843-6676

Example Questions to Employee as you start to fade out

Ask about specific tasks

- Which files have you worked on today?
- Is the calendar we set up helpful to you? Are there things that are still confusing?
- Where is the date on this form?

Ask about general happenings

- What is going well at work?
- What is frustrating you at work?
- Is Suzy still able to answer questions when you have them?

Supported Employment Services – OVR documentation

- Receive Authorization
- Monthly submit:
 - Supported Employment Services Note
 - Employment Stability Assessment
- Invoice \$80/hour
 - Intensive supported employment services, with or on behalf of consumer
 - Minimum 30 days up to 2 years max
- This phase ENDS upon reach “stable employment”
 - Determined by:
 - Employment Stability Assessment (your end)
 - Approved by OVR counselor



Supported Employment Services Note

- Basic info
- Service
 - Onsite or Offsite
 - What did you provide
 - Feedback received from employer
 - What did you learn about performance/employer
 - How is individual achieving stability on the job
 - What is needed to increase independence
 - How are you reducing your presence on the job site
 - Steps to increase natural supports
 - Additional information/insight obtained

Supported Employment Services Note

At the bottom you'll find:

If the individual has achieved stability:

- Complete the Extended Services Plan
- Update the Employment Stability Assessment form
- Submit to the OVR Counselor

Employment Stability Assessment Form

Submit Monthly

- Supported Employment Services Provided
- Basic Information
- Questions Related to Employment Stability
 - Yes/No
 - Additional info – this is a summary of SES notes
- Additional Questions
 - Consistent with PCEP/Career Profile?
 - IF not, contact VRC immediately to clarify or update
 - Have hours increased/decreased
 - Has your support increased/decreased
 - Issues around benefits (SSI/SSDI)



Employment Stability Assessment

OVR SE 5

(rev. 10/2024)

Kentucky Office of Vocational Rehabilitation
Employment Stability Assessment Form



SUPPORTED EMPLOYMENT SERVICES PROVIDED

Purpose for this report

Hours on-site	Hours off-site	Total hours of support
		0.00

BASIC INFORMATION

Individual Name	Date
Job Title	Employment Specialist
Date of Employment	Provider Name
Place of Employment	OVR Counselor
Average hours working per week	Month of Assessment
Days Employed	First Day of Employment Stability

Ongoing support services as provided during supported employment is to include an assessment of employment stability. Please complete and submit this form to the OVR Counselor by the 5th of each month after the individual starts work until transitioned to Extended Services. 34 CFR 361.5(c)(37)(iv)

Employment stability can be characterized by one's independence in successfully performing job duties either with or without natural supports, but without continuing to need intensive support from the Employment Specialist. Questions 1-6 assist in making this determination.

Monthly Report/SES OR
Sustained Stability

IF stability has been
achieved



Employment Stability Assessment Form – stability rating scale

- Scale of 1 – 10: Gauge according to 6 questions that meet “Stable Employment”
 - 1 = dismissed due to performance
 - 10 = stable on the job and ready to move into Extended Services
- If 9 or below
 - What keeps it from being higher
 - What is needed to reach stability
 - If lower than last month; why?

What is Stable Employment?

1. The individual is satisfied with employment.
2. The acquired job is consistent with the individual's strengths, abilities, interests, and informed choice.
3. The individual's job performance meets the expectations of the employer.
4. Natural supports are appropriate and in place.
5. All necessary accommodations are appropriate and in place.
6. Intensive Supported Employment Services no longer needed

- ✓ Consistently answer YES to each question over time
- ✓ Job meets Competitive Integrated Employment
- ✓ Job is consistent with IPE (vocational goal set by VR)

Stable Employment

Consistently answers yes = sustained stability

- ✓ Consisted successful performance
- ✓ With or without natural supports
- ✓ Without intensive supported employment services (you)

Stable Employment – move into Extended Service

- Final Employment Stability Assessment may be submitted at ANY point of the month
- Once approved by VR Counselor
 - Invoice final Supported Employment Services at \$80/hour

IF consumer is 25+ years of age: hourly payments now END from OVR

Extended Service Plan

- Submit this plan:
 - Day 1 of stable employment, along with final Employment Stability Assessment
 - Once APPROVED you can **invoice for \$500.00**
 - Day 45 of stable employment
 - With **Invoice \$1,500.00**
 - Day 90 stable employment
 - With **Invoice \$3,000.00**
- Summary of the supports you are providing, how employment is going for consumer



Extended Services Report

- Submit Monthly Day 1 – 90 of Stable Employment
- IF YOUTH UNDER AGE 25: you can invoice for these hours at \$80/hour
- If 25 years or older – you cannot invoice VR for hourly rate (you can switch to other source available)
- This is showing that you are checking in at minimum of 2 times per month, at the job site

Yes, it's called "report" but they are notes




Change from VR to other funding

- Once your agency receives the FINAL HOURLY fee you have “exhausted funds from Vocational Rehabilitation”
 - If 25+ years this is upon approval of Stable Employment
 - If 24 or under, this is at 90 days of Extended Services and closure of case
- Agency switches to Extended Services (often called Long Term Supports) funding source to support person on the job
 - Medicaid waiver, state general fund dollars, United Way, local court dollars, CDBG dollars, this will vary
- Documentation requirements will differ by funding source – know what’s needed for each person you serve
 - If you have no required documentation, continue to use Extended Services Report

When will VR close the case?

- Counselor wants to be assured the job is going well overall:
- General satisfaction
- Number of hours worked
- Performance of job duties
- Interacting with co-workers & supervisors
- Other “less visible” but essential aspects of the job:
 - Hard to list, but if unattended, could jeopardize the worker’s future



It may be at 90 days of
STABLE EMPLOYMENT
Not automatic,
Consumer driven

Extended Services beyond OVR dollars

Minimum expectation over term of employment

- 2 times per month
- In person
- At the job site
- YES, EVEN AFTER VR CLOSES THE CASE

IF no disclosure – visit will not occur at the job site

IF the consumer does not want in person or at job site you need to document this

Extended Services

- Make supported employment unique from other vocational services
- Individualized
- Pro-Active vs. Reactive
- Provided throughout term of employment (the job) even AFTER VR closes the case

IF USE MEDICAID WAIVER

Usually this is for long term support/extended service
BUT

For now it could be everything for new cases wait listed with
OVR due to Order of Selection

SCL - Billable Limits

Many people who qualify for waiver services may need more than 2/month check in

*Person Centered Job Selection

120 Units

*Job Development

90 Units

*Job Acquisition and Stabilization

800 Units

Long Term Supports

24 units each month
(unless granted more
due to approved
justification)

*Requires Coordination of Funding for Employment Services form sent
DDID.SupportedEmployment@ky.gov



See form on SE Core Training Materials page & chat box:
“Coordination of Funding for SE and/or Supported Education
Services-Waiver Only”

Medicaid
Waiver

Waiver & SGF providers **Coordination of Employment Services form**



Email form to –

DDID.SupportedEmployment@ky.gov –
or upload in MWMA and notify
DDID.SupportedEmployment@ky.gov
that it is there

Whom do I talk to?

- Supported Employee
- Supervisor
- Co-workers
- Family or residential staff (key people)

Obviously, you only speak to people you are allowed to speak with. If employee didn't disclose, you do not begin to follow up with employer or co-workers.

What do I ask?



Be
conversational!



This is an
extension of
relationship
building/growing



Don't just ask
"how are things
going?"

America's favorite question:

How are you?

You all know the “answer”



What do I need to learn?

- Individualized!
- Is work getting done?
- Does employee know what to do and where to get info if needed?
- Are there parts that are a struggle or concern?
- Are natural supports effective?
- Is s/he seen as a valued employee?
- Is s/he underutilized?

Example Questions to Employee

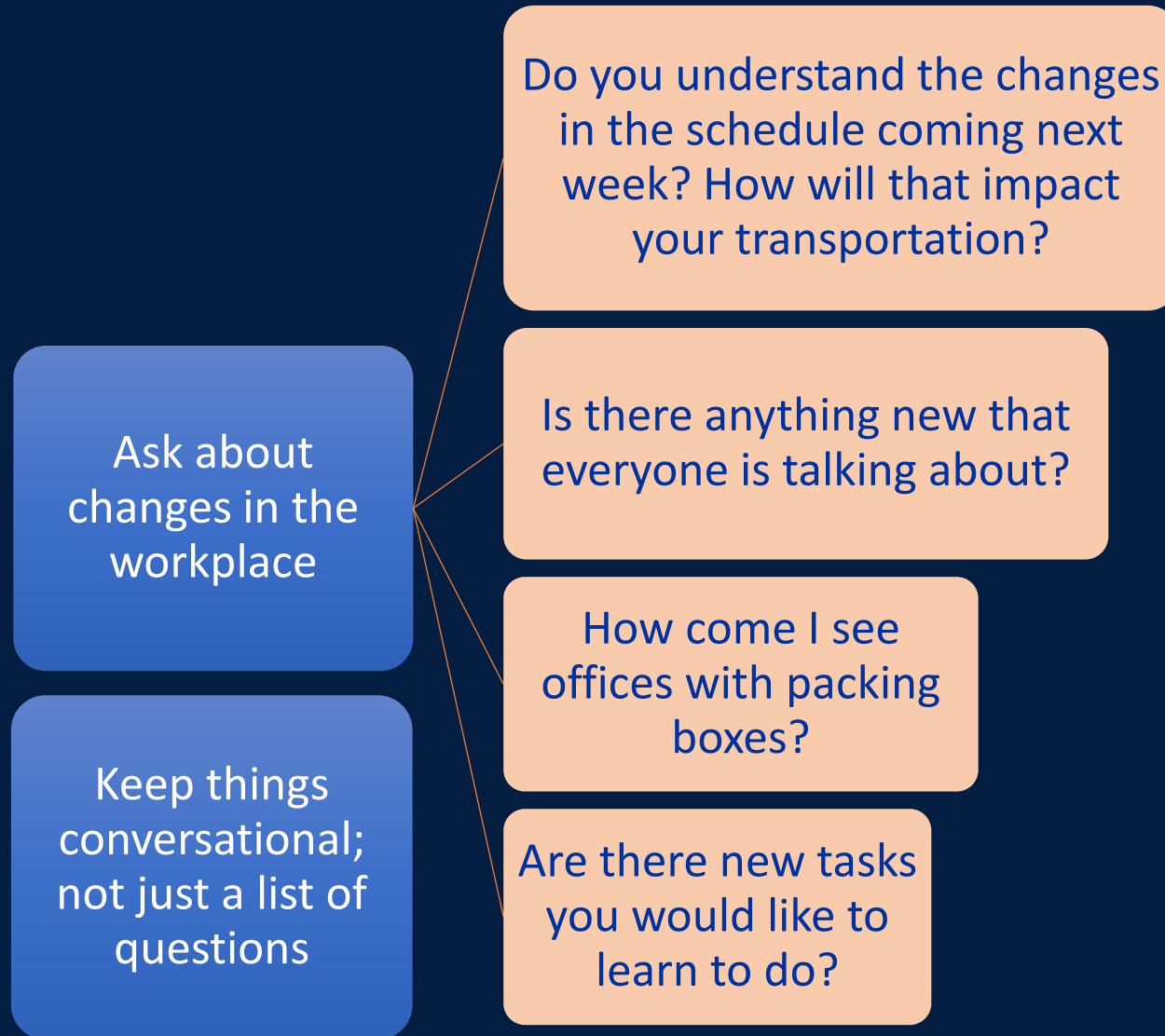
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- Where is the date on this form?









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- What is going well at work?
- What is frustrating you at work?
- Is Suzy still able to answer questions when you have them?

Example questions to Employee



Example questions to Employer

-  Is Teresa keeping pace with other employees?
-  Does she know who to go to with questions?
-  How is it going with her using the new calendar?
-  Are there other tasks she could take on in her down time?
-  How is she handling the recent schedule changes?
-  Anything else going on with co-workers I should be aware of?
-  Are there any changes in the company coming up?
-  Keep things conversational; not just a list of questions.

Be ready to advocate

- For more hours, tasks if wanted
- If there are problems, be ready to help speak on behalf of employee
- Not pity, but being sure expectations & communications are clear

Extended Services example:



- No one needed on the job; just drop in to check on things & look for new opportunities
- Support her in confidence, seeing her role there
- As company has changed, so have her tasks
- How to learn these boards (on the job v. simulation)
- Prompts – Lists, reviewing numbers, ordering tasks (boards before mail)
- Helping her understand the “no talking” rule on the call center floor
- Trusted conversations are possible – with her, her family, and her supervisor – and helpful

Don't forget what you know

Be sure to ask things that make sense regarding that individual

Know the impact of disability on the person & this position and be aware of any concerns that arise

If you don't find out about concerns until they are full blown problems...you're too late!

Look toward the future

- Just because someone is independent for a long time doesn't mean they don't need any support
- Are there new tasks to try?
- Can they get more hours?
- Are they ready for a change?
- Has the impact of disability changed?
- Are they bored?

What if no disclosure?

- Call
- Email
- Text
- If public place, pose as customer
- Be in parking lot on breaks
- Meet for lunch or coffee



Remote Supports

In addition to 2/month
in person check ins.
OR if consumer has
specifically requested
you to not be on site.

- FaceTime on the Job (with permission)
- Phone calls during break
- Phone calls with supervisors
- Emailing tools to supervisor/co-workers that could be helpful on the job (task lists, reminders of apps s/he uses...)
- FaceTime/Zoom/Google Duo after hours to debrief and go over important topics/interactions with others
- Review task list via Zoom shared screen before a shift

Step Down Supports – OVR

OPTIONAL

If need for Extended Services is less than 2 on site visits/month AND on the job one year AND in Extended Services:

- Submit Step-Down Support Plan to CRP Consultant
- Keep signed approval form as well as documentation supporting your timed commitments in your agency files. OVR may request at any time.
- If supported employee experiences issues and needs assistance, you must provide the service immediately and remove from SDS until stable on the job for at least 6 months. New Step Down Support Agreement will need to be submitted.

IPS Supported Employment:

Transition to the Team

- Once stable on the job, you can “transition the consumer to the team”
- You will need to complete Step Down Support Plan
- You will need to complete the IPS Transition Plan (for your records; not OVR)

Job End

- IPS has a Job End Report you complete and keep in your own records

Examples of Extended Services



Visit at job site,
conversation



Email



Text message



Phone call



Meet for lunch
or coffee



Be present
during annual
evaluation

Look for new

- People lose jobs
- People want NEW jobs – new challenges, better pay, better fit
- People can have a second job – add more work hours to the week without leaving a place they like
- Spend time with individual
- Spend time on behalf of individual
- Re-apply for OVR services (new case)

How Do I Do It ALL?




- You have to be able to organize your time
- Schedule follow up visits on your calendar
- If you do not plan in advance for follow up visits, they'll get dropped – beware
- Don't let just "the squeaky wheel get the grease"

Session 2:


-SETP 102 Online

-Zoom Day
August 20


You will have access to
SETP 102 by August 4–
Chelsea.Bocard@uky.edu
will email you



Must complete SETP 102 by
5:00 ET/4:00 CT August 18



We will send documents for
you to print out for this day



You will have access to the
final quiz/certificate
following this Zoom day

Roundtable Discussions

- Discovery
- Job Development
- On the Job Supports
- Impact of Wages on Benefits

✓ discussion oriented

Evaluation

- Please take moment to click on the link in the chat box & open/complete the evaluation

Remember...

Supported Employment is a support received so someone can be EMPLOYED

Employment is not a “program”- it’s a JOB

You do not have to be with the person all the time

It does not work the same for everyone

Employment Specialist/Job Coach: Facilitator of Integration

David Hoff, UMASS Boston



Whether you feel...



**DO THE BEST
YOU CAN
UNTIL YOU
KNOW BETTER.
THEN WHEN YOU
KNOW BETTER,
DO BETTER.**

maya angelou