

# Session 1 / Day 3 PowerPoint Outline

## Supported Employment (SE) Core Training Series: Getting to Know the Business, On the Job & Long Term Supports

### Question:

Have you ever worked someplace where you didn't fit in?

### 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.
  - Institute for Community Inclusion/Umass Boston
- 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

Venn diagram with workplace culture in the center. Surrounding that are flexibility, management style, values, and team vs. individual focus.

### Stirling Peebles Quote

- “Thanks for the assistance but remember it's my job, not your job.”
  - ICI-UMass Boston, Green Mountain Self Advocates

### 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 or 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 or 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 (Once the Job Begins)

- 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
- Remember – these intensive Supported Employment Services are what are needed for someone to be eligible for supported employment
- 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

- 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

## Balance of support and independence

- 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
- 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.

## **Support Needs & Tradeoffs**

- Support person is present, but not in the way.
- Care is taken that Mallory looks the part of a Teacher's Assistant.
- Care is taken that her support person does as well – fits in, doesn't draw negative attention to herself or Mallory.

- Kids maintain “page turner” role – important!
- Too often, the support person draws negative attention – on the job or even during the hiring process.
- Great care must be taken to normalize that role and have him help the employee to fit in with co-workers & be seen as valued for his work.
- (Did not take photo of support person sleeping with feet kicked up on desk... )

### **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**

- Rebecca, Employment Specialist, created a remote support picture book for Melissa, Old Navy employee.
- Employee can review before each shift and the employer has the book as well for review when needed.

### **Example Questions to Employee as you start to fade out**

- Ask about specific tasks:
  - Which files have you worked on today?
  - Is the calendar 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?
  - Is Suzy still able to answer questions when you have them?

### **Activity – Breakout Rooms**

- Planning for Shannon’s first day and orientation, natural supports
  - What hiring step could have been improved? What would you have done differently?

- What can you do now to redirect the conversation to meeting co-workers and typical ways of orientation?
- Where might Jack have perceived the expectation that a job coach could be a “second employee?”

## **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

- [Kentucky Office of Vocational Rehabilitation Employment Stability Assessment Form](#)
- 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?

- The individual is satisfied with employment.
- The acquired job is consistent with the individual’s strengths, abilities, interests, and informed choice.
- The individual’s job performance meets the expectations of the employer.
- Natural supports are appropriate and in place.
- All necessary accommodations are appropriate and in place.
- 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)
- Timeframe:
  - Varies by person and job
  - If fulltime job – maybe 2 weeks
  - If less than 10 hours/week – maybe a month

## 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

## Extended Services

- 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

## 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/LTS 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

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

## Waiver & SGF providers Coordination of Employment Services form

Email form to – [DDID.SupportedEmployment@ky.gov](mailto:DDID.SupportedEmployment@ky.gov) or upload in MWMA and notify [DDID.SupportedEmployment@ky.gov](mailto:DDID.SupportedEmployment@ky.gov) that it is there

See form on SE Core Training Materials page: [Waiver only Coordination of Funding Employment for SE and or Supported Education Services](#)

## **SCL vs. Michelle P.**

### ***SCL***

Any combination of day training, community access, personal assistance, or any hours of paid community employment or on-site supported employment service shall not exceed sixteen (16) hours per day.

### ***Michelle P.***

The following Michelle P. waiver services, alone or in any combination, shall be limited to forty (40) hours per calendar week:

- Homemaker;
- Personal care;
- Attendant care;
- Supported employment;
- Adult day health care;
- Adult day training;
- Community living supports;
- Physical therapy;
- Occupational therapy;
- Speech therapy; and
- Behavior supports.

## **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 Acquisition and Stabilization - 800 Units
- \*Job Development - 90 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](mailto:DDID.SupportedEmployment@ky.gov)

## **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/growth.
- 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

- Ask about specific tasks:
  - Which files have you worked on today?
  - Is the calendar helpful to you? Are you confused about anything?
  - Where is the date on this form?
- Ask about general happenings:
  - What is going well at work?
  - What is frustrating you?
  - Is Suzy still able to answer questions when you have them?
- Ask about changes in the workplace
- Keep things conversational:
  - Do you understand changes in the schedule coming up? How will this impact your transportation?
  - Is there anything new that everyone is talking about?
  - How come I see offices with packing boxes?
  - Are there new tasks you would like to learn?

### 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 company coming up?
- Keep things conversational; not just 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?

## Examples of Extended Services

- Visit at job site, conversation.
- Email.
- Text.
- Phone call.
- Meet for lunch or coffee.
- Be present during annual evaluation.

## 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

- 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

## 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”

## 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

## Quote

“Do the best you can until you know better. Then when you know better, do better.” - Maya Angelou.