

STRATEGIES FOR ACHIEVING QUALITY OUTCOMES: A PANEL PRESENTATION

CHSE

Innovations in
Employment Supports

Panelists

- **The Benefits of Discovery**: Briggs Seekins, Challenge Workforce Solutions
- **The Importance of the Continuum of Services**: Melissa Cotter, The ARC of Genesee Orleans
- **Having the Hard Conversations (...but making them easy)**: Julie Bell, The ARC of Sullivan-Orange Counties
- **ETP – A Road to Inclusion in the Workforce**: Aimee Althoff, Job Path

- Facilitator: Bryan Bischoff, ETP Supervisor, Hudson Valley DDRO, OPWDD

The Benefits of Discovery: Who we are as an agency

- Located in Ithaca, NY, the population center/capital for Tompkins County, some public transportation
- Mix of rural/urban components-also a college town. Cornell is largest employer
- Serving population since 1968: a mix of sheltered workshop, social enterprise and SEMP
- Employment Training Program (ETP) is our fastest growing program
- Will often use ETP will an individual is enrolled in CBPV or after Pathway to Employment

Where we do Discovery Observations

- During CBPV, DayHab or Comm Hab
- While person is out with family or friends: Dinner, sporting events, dances, Special Olympics, movies, concerts, plays– anywhere that they might be more relaxed and natural
- At home with family or IRA

Actionable Intelligence Learned through Discovery

- Social dynamics when they are not “getting services” – this is often a time when participants are more confident, independent and mature than they are when dealing with “staff.”
- Where are barriers coming from? – learned helplessness, bad habits or lifestyle choices
- Learn proper strategies for teaching the person job skills – instead of trying to figure it out while coaching in a SEMP placement
- Develop an understanding of the person’s social network – people in the community that have the ability and desire to collaborate on an individual’s success

A Sports Analogy

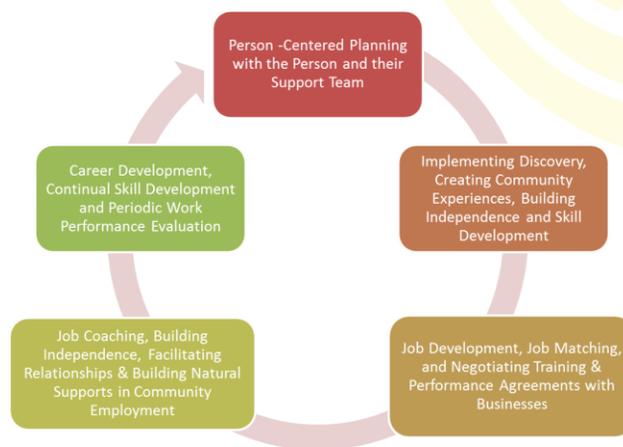
- CBPV is practice – learning “the plays” for successful employment. Focus, attention to task, stamina and pace, managing frustration, learning professional communication, etc.
- ETP Discovery is pre-season - Assessments are like a scrimmage. A game-like situation
- Internship is game time – Be prepared to execute competently if not flawlessly. Know what we need to do to succeed and focus on polishing and fine-tuning the game plan. We do not want to still be trying to figure the game plan out.

The Importance of the Continuum of Services: Quick Summary of the Potential Services

Opportunities for individuals to customize day services and try something new:

- Community Prevocational services
- Pathway to Employment
- SEMP/Supported employment – ETP/Discovery First
- ACCES-VR
- Self Directed Services

Person centered planning career development



Community Prevocational Services



- Majority of day program community based activities - rather than center or site based
- Up to two hours **still can** include “classroom” or other training time at a site – (example – take tours of local business/hands on experience volunteering for a non profit – then learn more about the jobs viewed as a group for discussion and additional learning and discovery at the Hub)
- “Try – Learn – choose – try more.....”
- Allow individuals served a “hands on” experience to explore job interests and explore their community
- Learn about job related skills in a “natural” context

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Example CPV sites/activities

- Richmond Library – Food for Thought Café
- P.W. Minor – tours and hands on trials
- Volunteer work at an organization such as Thrift shops, etc.
- Community Relations – working with us to spread the word on our needs to support our individuals in attaining personal day services goals
- Myriad opportunities exist in Genesee and Orleans County-Very rural communities! 1312 sq. miles. 99k population. More cows than people!

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Pathway to Employment

- Genesee ARC and Arc of Orleans started this program in 2015–through BIP grant opportunity
- Person centered–comprehensive employment planning and support service–278 hours/12months
- Can occur as a “wrap-around” service to current services
- Involves Instruction and training in pre-employment skills in a variety of community settings/businesses
- Supports individuals in identifying a career direction
- May develop a plan for achieving competitive, integrated employment at or above minimum wage
- May identify additional supports needed to achieve integrated employment
- At hour 200 –Reviewed by ACCES-VR (former VESID)
- “Real Life” Vocational Evaluation–Think “Discovery”

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Reminder– there a variety of pathways to employment!



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Having the Hard Conversations (But Making Them Easy)

- Preparing your team for success
 - Every person is different, with unique life circumstances, skills and supports
 - Understanding these circumstances, skills and supports is essential before a conversation is had
 - What tools do we have to identify these?

When do we have the hard conversation?

- As early as possible – preferably at intake
- Reevaluate and share progress toward outcomes in a timely manner
 - Intake
 - 30 days
 - 6 months
 - Etc.

Who needs to be involved in the conversation?

- Person wanting to work
- Parent/Guardian/Advocate
- Care Manager
- SEMP Manager
- Support team members

Setting outcome goals and identifying the proper service



An example:

- Angel wants to work in construction
- Current support plan calls for arms length supervision by staff and no alone time at home or in the community
- He has no work or volunteer history

What would we discuss with Angel?

- CBPV to provide exposure to work & assess skills, abilities and preferences
- Comm Hab to support safety and social skill acquisition
- Day Hab for structured activities and skill building to complement Angel's goal of getting a job in construction

The takeaways...

- Having the hard conversation early is essential
- How are we framing potential services?
- The hard conversation is not 'no,' it is 'how can we get to yes'
- The team has to work together – Vocational staff have to advocate for all the services to cooperate

Employment Training Program (ETP)

A Road to Inclusion in
the Workforce



Job Path's History w/ Customized Employment

- ★ Better Matches
- ★ Better Retention

Employment Training Program

- ★ Working with people with limited and/or negative work experiences

- ★ The foundation to every thing is time spent in the Discovery Process:

Who is this person?

- ★ Thoughtful Planning is Key to Success

- ★ Customized Job Development provided an alternative to barriers we were experiencing with more Traditional Job Development methods

Mariangela

Mary McDowell School

- ❖ Customized Job Development
- ❖ Delivers mail between their various administrative departments, which are spread across three branches
- ❖ Relieves administrative staff from having to perform this 1-2 hour duty on a daily basis
- ❖ Working at the school since April 2014



Mariangela is an alum of Mary McDowell, and she remembered many of the staff members, and even their turtle, Myrtle!

Paid Internship to Hire Incentive to the Employer



Allows an organization/company time to :

- Discover tasks that work best for the individual and the employment site
- Train with job coaching before final decision to put on payroll
- Build a rapport with intern and coworkers and supervisors
- Plan and build intern in to the budget, on their budget cycle

A team effort between ETP and agency staff.

A foot in the door...



Career Development

Nicola

The Shubert Organization

Office Assistant
March 2019 - Present

The Renaissance Charter School for Innovation

Office Assistant
April 2015 - June 2018

Inter-Agency Council

Administrative Assistant
January 2014 - April 2015



Tying it all together...

Questions or Comments?

