

INNOVATIONS IN EMPLOYMENT SUPPORTS

# INTRODUCTION TO EMPLOYMENT



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## DISTANCE LEARNING PROTOCOL (SAME EXPECTATIONS AS IN-PERSON)

- Be on-time. Late arrivals will not be admitted.
- Choose an appropriate place to set up your webcam (e.g. not lying down or in bed)
- Keep the camera centered and avoid moving around
- Minimize background noise and visual distractions
- Avoid sitting in front of a window
- Please only 1 person per device
- Must attend the 2 days as scheduled to receive credit
- 100% participation is required (chat discussions, poll questions, etc.)
- No cell phones & tablets must be in landscape mode
- No Smoking/Vaping on camera

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## IMPORTANT INFORMATION FROM OPWDD

- **OPWDD is open for business!** ETP Supervisors are available to answer questions and assist you.
- Requests to bill Intensive and Extended SEMP hours are being processed regularly. If an individual is in need of hours, please submit a request.
- Please submit any employment and vocational service questions you may have to:

[employment.technical.assistance.questions@opwdd.ny.gov](mailto:employment.technical.assistance.questions@opwdd.ny.gov)

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## IMPORTANT INFORMATION FROM OPWDD

- Please be aware of the unique situations and difficult circumstances of the people you work with.
- **Know who is on your roster and what services could benefit them.**
  - What can they be working on now? Discovery? Work Readiness?
  - Will they be ready to get back to work if they've been furloughed or terminated? Are they maintaining or learning new skills?
- **What services do you need to request now in order to be ready to support people returning to work?**

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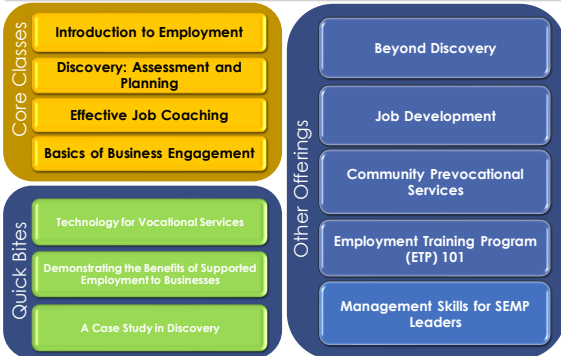
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### Innovations Trainings

More information is available on our website at: [www.Ellevestry.org](http://www.Ellevestry.org)




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## TODAY...

PURPOSE	PROCESS	PAYOFF
Discover the Why behind what we do.	Explore Employment	Confidence in your role providing Person Centered Services
Provide some basic tools and strategies	Explore Perspectives and Foundations	Understanding of how we got here and where services are heading

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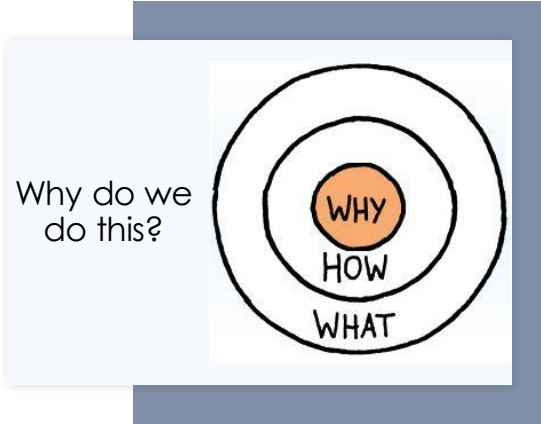
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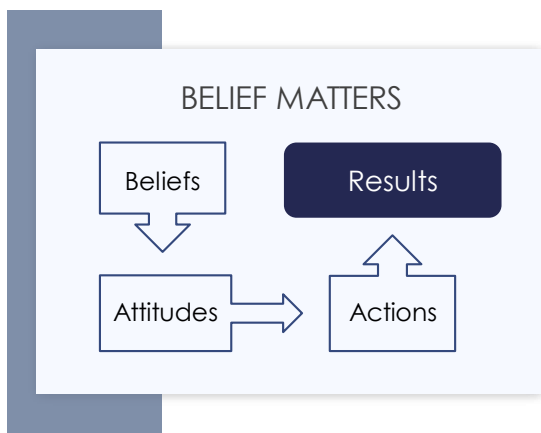
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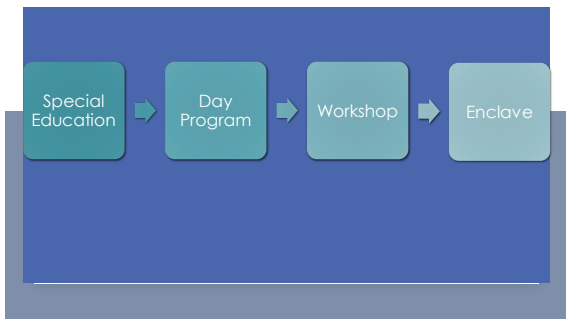
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### THE DEVELOPMENTAL MODEL



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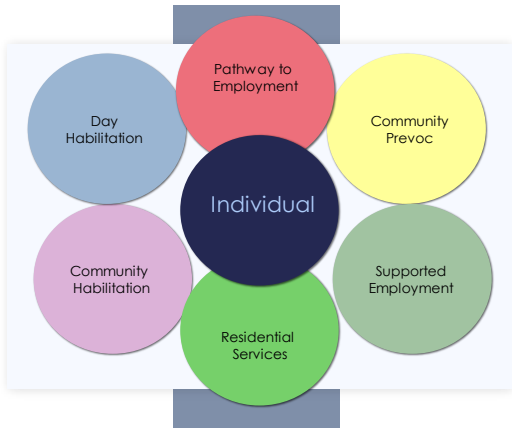
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When considering children who experience life **without** disabilities, when does vocational development begin?

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When considering children who experience life **with** disabilities, when does vocational development begin?

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How might we be standing on what we are trying to lift?

- John O'Brien

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## WHAT IS WORK



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### What is an employee?



"In general, anyone who performs services for an organization is an employee if the organization can control what will be done and how it will be done."-IRS

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### What is an employee?



**Traits of an employee in competitive, integrated employment:**

- Paid by an independent employer-not OPWDD or the agency providing services
- Earns at least minimum wage
- Wages are subject to taxation
- Not a volunteer
- Consistent, permanent relationship

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## EMPLOYMENT

IS
Consistent Competitive Integrated Person-centered

IS NOT
Charity Mobile Day Hab Segregated

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## KEY ELEMENTS OF HCBS SETTINGS REGULATION

- **Integrated** in, and **supports full access to, the greater community;**
- **Selected by the individual** from among setting options;
- Ensures individual **rights of privacy, dignity and respect** and freedom from coercion and restraint;
- Optimizes **autonomy and independence in making life choices;** and
- Facilitates **choice** regarding services and who provides them.




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### WHAT IS INTEGRATED EMPLOYMENT?

Work settings where workers with developmental disabilities **have opportunities to interact with**, and **work alongside**, co-workers who **do not have disabilities** are considered integrated.



### WHAT IS NOT INTEGRATED EMPLOYMENT?

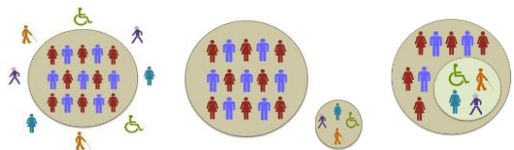
If **supervisors**, job coaches and other staff are the **only people without disabilities** that workers interact with, then the setting **does not meet** the definition of integrated.

Horizontal lines for writing notes.



INCLUSION

QUALITY TRANSFORMATION THRESHOLD



EXCLUSION

SEGREGATION

INTEGRATION

Adapted from "5 Star Quality: From Clienthood to Citizenship" by Michael Mayer and Derrick Dufresne

### CHARACTERISTICS OF A SUCCESSFUL EMPLOYMENT SPECIALIST

- Balance of business sense and empathy
- Good observation skills
- Writing skills
- Active listener
- Self-motivated
- Ethical Behavior



Horizontal lines for writing notes.

**ETHICAL PRINCIPLES**

From the Code of Professional Ethics for Rehabilitation Counselors 2017  
[https://www.crc certification.com/files/Ethics\\_Resources/CRCC\\_Code\\_EH\\_20170101.pdf](https://www.crc certification.com/files/Ethics_Resources/CRCC_Code_EH_20170101.pdf)

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**ETHICAL DECISION MAKING**

**Steps to Ethical Decision Making**

1. Identify the problem
2. Identify potential issues
3. What are the Ethical Codes
4. Consider the law, regulations and your agency policy and procedure
5. Consult, if you are able
6. What are the possible courses of action
7. What are the potential consequences
8. What is the best course of action for this person at this time.

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**Ethical Dilemmas**

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### Money and Transportation

Your agency has a strict policy against lending money and transporting people that you support in your personal vehicle. You are working with Bob, who is at work and it's the end of his shift. It's 8pm and Bob realized he forgot to bring his bus pass and has no money. There is no one home (you have called) at Bob's residence. You cannot reach your supervisor. It is too far for Bob to walk home and it's winter time.

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What are the Ethical Principals involved?

What course of action would you take?

What are the potential consequences?

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### "Risky" Occupation

A job-seeker wants you to help her find employment as an exotic dancer. She is adamant because she has done that work before and knows she can make good money. You read in her file that she has a diagnosis of PTSD from past sexual abuse, not related to working as a dancer.

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What are the Ethical Principals involved?

What course of action would you take?

What are the potential consequences?

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“Maybe we were born with one mouth and two ears because we are supposed to do twice as much listening as talking”

Unknown author



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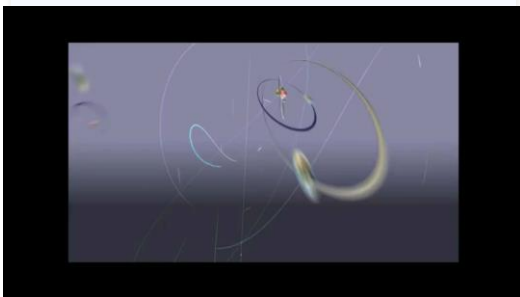
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Communication video



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## THE LANGUAGE WE USE



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Learned Helplessness



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## THE LANGUAGE OF LEARNED HELPlessness

*Learned Helplessness inhibits growth and the development of self-confidence*

"Let me get that for you"

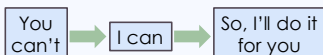
"That's too difficult for you"

"I'll do that"

"It's late so I'll so I'll finish it up"

"I'll fix it for you"

"I'll call for you if I need you"



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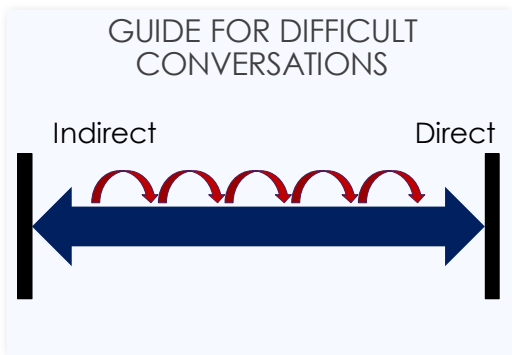
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**FRAMEWORK FOR VIEWING EMPLOYMENT**

**I Can't...  
vs  
I Can If...**

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### EMPLOYMENT IS...




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### THE EMPLOYMENT JOURNEY



- Who is driving the process?
- Who else is on the bus and where are they seated?
- Where is the bus headed?
- What does the road look like?
- Is there anyone who should get off the bus?

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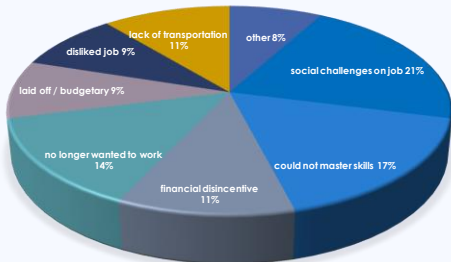
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### Overcoming Roadblocks to Retention with Discovery



Data from self/agency reported reasons leaving job 2012-2015

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MOTIVATION

**'Ability** is what you're capable of doing.  
**Motivation** determines what you do.  
**Attitude** determines how well you do it."

Law Nitz

This Photo by Unknown Author is licensed under CC BY 2.0

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MOTIVATION

Types of Motivators

**Intrinsic**

- autonomy
- belonging
- curiosity
- love
- learning
- mastery
- meaning
- ...

**Extrinsic**

- badges
- competition
- fear of failure
- fear of punishment
- gold stars
- money
- points
- rewards
- ...

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PRE-EMPLOYMENT SUPPORTS

**Discovery:**  
 Discovering individual's skills, strengths, and interests.

- Community Based Prevoc
- Pathway to Employment
- Employment Training Program (ETP)

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Maria has been in a sheltered workshop for 10 years. Her workshop is closing down. She's never been through a formal discovery process and isn't sure if competitive employment is right for her.

**Community Prevoc**

John has been working successfully at a machine shop for 5 years, but just got laid off due to budget cuts. He'd like to try something different, but he's not sure what else he'd be good at.

**Pathway to Employment**

Shonda just moved into your town from a different state. She worked in a business office for 10 years and would like to find a similar job in her new town.

**ETP or Job Development depending on how much discovery has been done**

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**EMPLOYMENT SUPPORTS**

- Matching**
  - Right person with the right job
- Supporting**
  - Employer and Employee

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**IS THE PERSON READY FOR EMPLOYMENT?**

- Can they make an **informed choice** about employment?
- Do they have a clear **vocational goal**?
- Do they have consistent, reliable **transportation** options?
- Can they be **alone in the community** for an hour or more?

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## PRINCIPLES OF JOB DEVELOPMENT

- Creating connections with employers
- Preparing the employee
- Getting the interview




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## JOB COACHING

1. Supporting the employee as they learn new skills and adjust to the workplace
2. Supporting the employer and building natural supports

- On-site
- Off-site
- Job Modifications
- Natural supports
- Fading
- Retention



Effective Job Coaching

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## PRINCIPLES OF JOB COACHING



- USE THE APPROPRIATE PROMPTING LEVEL
- MODIFY YOUR APPROACH TO MATCH THEIR LEARNING STYLE
- ENGAGE IN CREATIVE PROBLEM-SOLVING
- COMMUNICATE, COMMUNICATE, COMMUNICATE

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# FAQ

## Commonly heard

How do I handle a parent who is too involved?

What if the person's dream isn't realistic?

What if nobody wants to hire my people?

## Reframed

How do I make sure the parents' valuable input is recognized and considered?

How do I help the person get as close to their dream job as possible?

How do I make better connections with local employers?

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## Session WRAP UP

- Beliefs matter- yours and the people you support
- Words have power- use them to encourage and to reinforce positive beliefs
- Advocate inclusion, not just integration
- Discovery is a vital component in the career journey
- A good job match includes skills and matching a person's personality with the right work culture

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THANK YOU FOR LEARNING WITH US!

info@Eleversity.org

(585) 340-2051

www.Eleversity.org

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