



Direct Service Definitions

Job Readiness Training - Training a participant receives to prepare them to seek or obtain employment, and to keep their jobs once they are hired (i.e. resuming building, mock job interviews, goal setting, work ethics and behaviors, basic computer skills, work place communication, dressing for success, etc.)

Job Coaching - Training tailored to the needs of the employee including job analysis to identify job duties, assistance in learning work-related tasks and routines, providing support (to the employee and employer) such as advocacy, disability awareness-building, job adaptations, social support, problem-solving, and the development of natural supports, etc.

Travel Training - Training designed to teach individuals how to travel safely and independently on public transportation (including buses, walking, subway, Para-transit, etc.)

Stress Management Instruction - Training on methods to identify stressors and develop effective coping mechanisms to respond to stressors. Examples include assertive communication, guided imagery, breathing techniques and active problem solving.

Social and Interpersonal Skill Building - Instruction related to communication skills, requesting assistance, developing and maintaining relationships, problem solving, manners in the workplace, listening, understanding the work culture, etc.

Vocational Observation and Assessment - Involves observing the person doing various tasks, and assessing the person's skills related to employment. Examples of these activities include

Situational Observation and Assessment - Involves observation and assessment of interpersonal skills, work behaviors and vocational skills through practical hands-on, community-based volunteer and/or work experiences in order to determine the core job competencies, related work skills, coworker/public social skills and duties required of a skilled worker and then comparing the actual performance of the individual being assessed, etc. On average, each person will participate in at least 4 community-based volunteer/work experiences.

Job Related Discovery - Involves a comprehensive analysis of the person's history, interviews with family, friends and staff, observing the person performing work skills and career research in order to determine the person's career interests, talents, skills and support needs.

Career Exploration - Includes visits to job sites in the community to learn more about various careers, interacting with employees on those job sites to learn about the various types of skills needed to be hired in that given field, etc.

Experiential Learning - Identifying specific career goals with an individual and the skills that will be needed in order to successfully achieve such goals; participation in job shadowing, job clubs, worksite



visits, work tryouts, and other opportunities that enable an individual to try different experiences in the community and develop the skills needed to achieve career goals, etc.

Community Experiences - Are developed and accessed through volunteer opportunities, paid or unpaid internships, mentorships, apprenticeships, job placement or other job exploration modalities. The purpose of community experiences are to identify the various environmental factors, task skills, interpersonal skills, training, physical skills, etc. needed to be successful in employment.

Assessment for Use of Assistive Technology - Involves assessing various assistive technology resources (if needed) to choose which tools work best to increase independence in the workplace.

Transportation to and from such community experiences - Involve the time that the service provider spends transporting individuals to community experiences.

Benefits Management - Staff will assist the person who is seeking employment in assessing their financial needs and the potential impact of wages on their current benefits. Staff and Service Coordinators may provide job seekers and their families with social security resources and advice. Social Security offers several incentives to allow person with disabilities to earn wages, maintain medical benefits and often financial benefits, as well.

Career/Vocational Planning - A plan created to assist the person in achieving his or her goals. The plan should clearly outline all the steps that need to be taken in order for the person to gain the skills, experience and knowledge needed to be successful in their identified careers.

Customized Job Development - Customized employment is a process designed to personalize the employment relationship between a job candidate and an employer to develop employment opportunities that match between the person's strengths, work conditions and interests as well as the identified business needs of an employer. Customized Employment is an individualized approach to employment planning which often involves.

Planning for Self-Employment - Involves identifying skills that could be used to start a business, and identifying business training and technical assistance that could be utilized in achieving self-employment goals.



Indirect Service Definitions

Limited to 60 hours of billable indirect service time

Observation and assessment of an individual's interactions and routines at home, in the community, and within other services or programs that could translate into employable skills. Complete worksheets for each activity.

Development of community experiences through volunteer opportunities and work experiences. Services may include contacting and meeting with businesses and/or non-profits personnel to develop opportunities.

Preparing the Pathway to Employment Discovery Packet including the worksheets for each activity, planning tools, career interest assessments and planning tools.

Preparing the Pathway to Career/Vocational Plan is completed by the Supported Employment Management. The plan is a synthesis of all the worksheets and planning tools. The person and their support team contribute to the creation of the Career/Vocational Plan.