



Winning Employment Strategies:

Phone a Friend for Assistance






Level Up Coaches - Presenters:

- **Joe Land** is a Employment Services Director for Shares Inc. jland@sharesinc.org. Joe also is a Level Up Coach for program managers and employment consultants for Indiana .
- **Kristy Russell** of Bosma Enterprises is a Senior Manager of Adult and Youth Employment Services. kristyr@bosma.org. Kristy also is a Level Up Coach for program managers and employment consultants for Indiana .
- **Ginger Chiacchira** is a Senior Employment Consultant for The Arc New Horizons of Southeastern Indiana. She also is a Pre-ETS Career Coach and a Level Up Coach for employment consultants. Ginger has a bachelor's of science degree in special education and was a teacher for many years. Contact her at vchiacchira@nhrinc.org.



What is Level Up and what is the role of the Level Up Coach? Kristy

- **What is a Level Up Coach?** The Level Up Coaching Network is a group of experienced coaches to help any employment consultant (EC) or program manager (PM) with understanding their roles and documentation.
- **Do I report to the Level Up Coach?** No, we are advisors and mentors.
- **Do you review my work?** No - Follow your agencies protocols.
- Level Up coaches can give you ideas to consider for best practices with examples from our experiences. We have resources to help the EC and PM.




How does Level Up and the VR forms help the EC through the process? Ginger

- **Level Up can help illuminate the meaning and usefulness of the required forms.**
 - We help guide the EC through the forms so that they work for the EC and the participants.
- **The forms help the participants move forward through the process.**
 - Each form gets the participant to the next step.
 - DP to JRTP to Work-Based Situation to Milestones
- **Take the language that you are already using and put it in the forms.**
 - Use Discovery as a reflective tool: When the EC is able to sit down with the participant; ask them what they learned in Discovery. When possible try to be objective but it is okay to put opinions in the forms.
 - Use positive language. The Discovery Profile belongs to the participant/guardian which they can read any time.
- **Sign up as a learner or coach at <https://invrtraining.com>.**

What is the Purpose of the Discovery? Joe

- The purpose: what do you not know?
- When do you know discovery is done?
- Sharing some case studies:
 - Quick Discovery: Meet Jane
 - Medium: Meet Todd
 - Long-haul: Meet Dean
- What about if an employment goal isn't the outcome?
 - Meet Jim





What are vocational themes? (In the broad sense, they are big umbrella terms.) Examples include:



Theme - job goal

- **Animals** - doggie daycare, groomer, dog walker, zoo keeper, cat sitter
- **Cleaner** - dishwasher, housekeeper, environmental services, Vacuumer
- **Work with Hands** - dietary aide, framer, drywall worker
- **Tools** - harp maker, construction worker, car detailer, remodeling, plumber, HVAC
- **Retail** - cashier, stocker, picker and packer, courtesy clerk, service desk
- **Caregiver** - nurse, CNA, aide
- **Fashion** - jewelry crafter, dress maker, quilt maker, modeling
- **Teaching** - substitute, aide, paraprofessional, Sunday School teacher, Youth Group Minister
- **Art** - Activities Assistant, painter
- **Science** - Pharmacy Technician, Lab worker, meteorologist
- **History** - Genealogy, library assistant
- **Math** - Teacher, cashier, auditor, accountant
- **English** - Writer, grant writer, script writer



When does an EC do a Job Readiness Training Plan? Ginger

- **What is Job Readiness Training ?**
 - Address specific, significant barrier(s) a participant experiences regarding one or more appropriate work behaviors or performance
 - It can include getting to work on time, appropriate dress and grooming, meeting productivity expectations, and demonstrating appropriate soft skills and social skills.
- **When to do this?**
 - After or during discovery
 - Get authorization. Send to VR the JDPP. Write in advance of meeting the participant.
 - Remember to write SMART goals for what you are going to teach.
 - A certain number of months to build their soft skills.
 - Use for improving communication skills: practice interview skills, how to answer the phone when an employer calls, what their body language should look like during an interview, etc. Maybe the participant needs to do mock interviews until they are confident.
 - It can be once a week or whenever the EC feels that can be work into the schedule.
- **Remember: These are soft skills to work on and not hard skills.**



How to do Work-Based Assessment?


Ginger, Kristy, and Joe

- What happens if a person gets a job in Discovery? -Ginger
 - Get VRC involved
 - Start it as a W-B A.
- What do you do if the person goes and gets a job on their own. - Kristy
 - The power of the Work Based Assessment
 - When to support and when not to...
- What is a real work-based assessment? -All
 - Let's Get Real!

How to transition from Discovery to Milestones? Joe

- Keep the momentum going—plan for some resistance.
 - Coach and explain the purpose of the service.
 - You are not a crisis/ emergency placement provider.
- Keep communication lines open.
- Human beings have free-will—know your role and explain it often.
- Try to be seamless in your supports...





When there are a lot of people supporting the participant, how do you navigate and work together to help the participant? Kristy

- Team building starts at intake!
- Smartly written goals - choosing to work with us and explain the process, who is responsible, what to expect...
- Who is transporting to the job? Will the group home DSPs be able to adjust? What hours are good?
- Who is doing what? Do they know their role?
- Distribution of hours - work with the case manager.
- Be an active part of the Person Centered Planning process.

Speaking of transportation, how do we get them to our appointments? How do they get to work? Do I have to do it all? (Ginger)

- Public Transportation - If the participant has the BDS Waiver, talk with their case manager about funds to use toward transportation. A PASS or IRWE* may be used to subtract the cost of transportation from SSI or SSDI. (Keep receipts to turn in.) Apply through the SSA office first.

Also, Consider :

- Taxi services/ rideshare/ Uber and Lyft
- Friends and Family
- Coworkers who live close to the participant

Consider:

- Getting a job within walking distance.
- Church or other religious buses or vans
- Parishioners who will volunteer their time to pick up participants and take them home.
- Other agencies - senior helpers, people who help those with disabilities

-  carts.





What about when people are concerned about working affecting their benefits? Kristy

- Refer to a BIN Liaison (unless you are one):
 - Refer them to the VR counselor to get benefits counseling. The VRC will put this in their IPE (plan). People are certified to do this.
- It is okay to say “I am not the expert in this but I will get you to the right person.”

“What About My Benefits?”

How do I talk with my supervisor about my caseload? Joe and Kristy.

- **What is a realistic caseload?** Arm yourself with data
 - New staff vs. Seasoned staff
 - Consider partnering with a mentor or a Level Up Coach

- **How do I get time with my supervisor?**
 - Ask for it!
 - Informal
 - Formal



How do I use the ESRP to have meaningful goals? Ginger

You use an Employment Services Retention Plan (ESRP) when the participant is in Supportive Employment after MS2 has been achieved or as soon as you know you have goals in MS2. You want clear and defined goals for the participant. SMART Goals should be used.

Smart goals are:

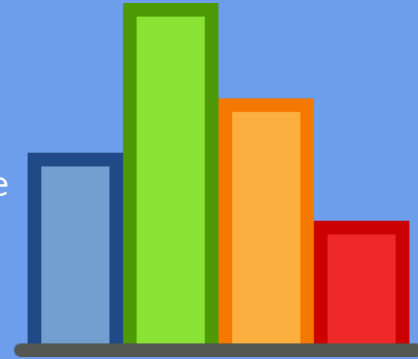
- Specific
- Measurable
- Attainable
- Relevant
- Timeframe



What is an example of a SMART goal for the ESRP? Ginger

By February 29, 2024, Cindy will work her full schedule each day she is at Harbor Freight, as measured by data points given, with 95% accuracy and zero prompts.

(Data points can be on a grid and can show days worked with the start and end times.)





How is follow along different than employment services? Joe

- Maintaining and growing the placement
- SE and MS3 vs. Waiver Services
- Funding
 - You need to work on the funding source
 - Your agency might not provide these services
- Goals on a PCISP
 - Long term supports, increased responsibility, wages, hours
 - Seamless transitions

Question and Answers

Presenters emails:

Joe Land: jland@sharesinc.org

Ginger Chiacchira: vchiacchira@nhrinc.org

Kristy Russell: kristyr@bosma.org

How to access Level Up Coaching: Sign up as a learner or coach at
<https://invrtraining.com>

