

MANAGING DISABILITY EMPLOYMENT PROGRAMS

*“Ongoing Supervision, Training &
Mentoring”*

Sue Killam, M.Ed., CESP, CWIC

And

Will Johnson, self-advocate

New York Alliance



NATIONAL COMPETENCIES

National Association of Persons Supporting
Employment First – APSE

Association of Community Rehabilitation
Educators - ACRE

Association of People Supporting Employment First's Universal Employment Competencies

"Competency" is defined as the ability to do something successfully and efficiently. These competencies therefore, are designed to guide the successful and efficient implementation of services. Both knowledge and skill sets are necessary for practitioners and funders to understand the various domains of supported employment. These universal employment competencies represent the skills and standards of practice for providers of supported, customized, and self-employment services for ALL people with disabilities.

Table of Contents

introduction to APSE's Universal Employment Competencies	2
DOMAIN 1: APPLICATION OF CORE VALUES AND PRINCIPLES TO PRACTICE	3

ACRE endorses competency-based training in 2 areas:

HOME ABOUT US COMPETENCIES ACRE TRAINING CERTIFICATION

1. Employment Services (basic and professional levels)
2. Employment Services with an Emphasis on Customized Employment (basic and professional levels)

Only trainees completing ACRE approved training can earn the ACRE certificates of achievement.

- Trainees must complete all training requirements of the ACRE approved training, which is a minimum of 40 hours of training, to complete the Basic Certificate of Achievement in Employment Services or With the Emphasis on Customized Employment.
- To earn a Professional Level Certificate of Achievement, a trainee must complete the Basic Level ACRE Training and then enroll in an ACRE approved Professional Level. Trainees must also have a minimum of 1 year of employment service



SKILLS NEEDED TO
PROVIDE GREAT
EMPLOYMENT SERVICES

- Employment Services Competencies - https://www.acreducators.org/uploads/1/3/9/5/139535886/curriculum_review_form2022.pdf
- Customized Employment Competencies - https://www.acreducators.org/uploads/1/3/9/5/139535886/cemphasis_2022.pdf
- ACRE – the Association of Community Rehabilitation Educators



PROVIDING ONGOING MENTORING AND TRAINING

Mentoring is considered one of the most effective methods for helping employees reach their full potential and equip them for the future.

One of the best methods of accelerating employee engagement and development

- Setting clear expectations and goals

- Pairing every employee with a relevant mentor

- Create an environment of mutual respect

- Monitor the mentoring

- Celebrate success

My Transition and Career Journey

Wilbert Johnson



**HUMAN
DEVELOPMENT
CENTER**

BUILDING CAPACITY • INSPIRING CHANGE

LSU Health
NEW ORLEANS

ABOUT ME



- My Name is Wilbert Johnson
- I am 25 years old
- I have an Intellectual disability
- I am a Self Advocate

SHOUT-OUT TO MY SUPPORTORS

1

My family



2

Louisiana
Rehabilitation
Services



3

PAY Check
Program & Staff



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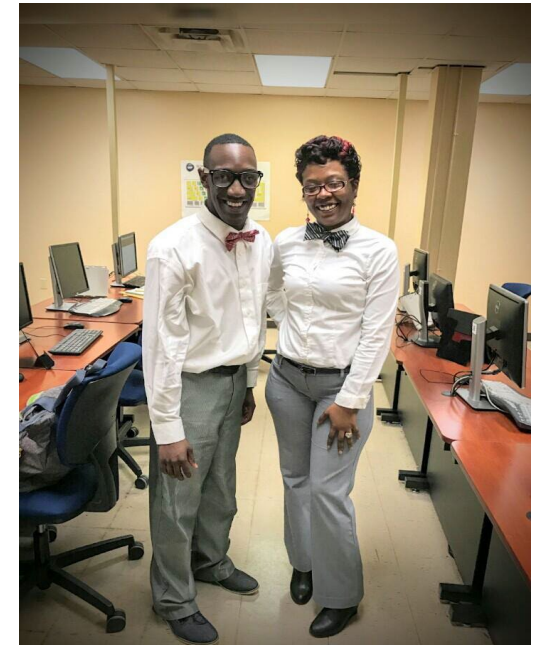
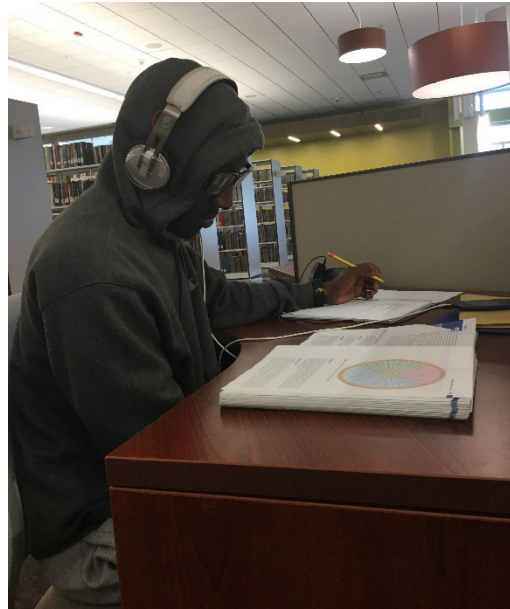
Starting my Transition & Career Journey...



- I attended Special Education classes and during high school I was in a self-contained classroom.
- I was only in regular Physical Education classes and Social Studies

In my senior year of high school

- I was given the opportunity to participate in a new program called PAY Check



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Post-Secondary Apprenticeship for Youth (PAY Check)



- 12-month program
- Transitioning young adults to life after high school
- A pathway to employment

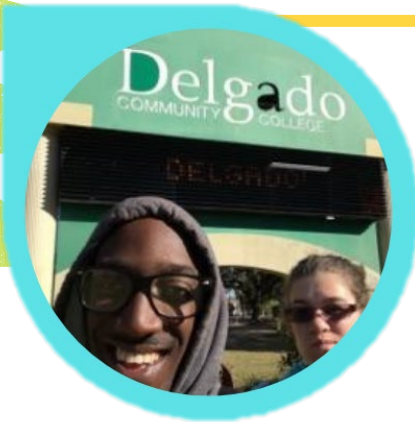


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Stop #1

POSTSECONDARY COURSES



Delgado Community College classes:

- Customer Services
- Personal Finance
- Interpersonal Communication
- Intro to College & Career Success Skills
- Fitness



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Stop #2

WORK & LIFE SKILLS



Skills taught in the community:

- Catching the bus
- Learning how to buy things on my own
- Learning how to use my bank card
- Use of self-phone - maps, apps



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Stop #3

CAREER EXPLORATION



- Several worksite & community visits
 - Public library
 - Delgado
- Attended career fairs
- Learned how to talk about the jobs I wanted



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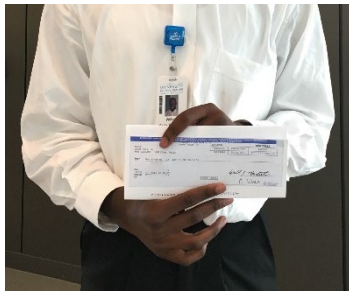
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Stop #4

PAID INTERNSHIPS

PAY Check offers the chance for two 10-week paid internships.



- Patients access Department
 - Greet and check-in patients using the kiosk



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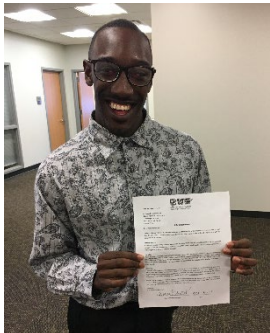
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Stop #5 **EMPLOYMENT!**



Got a job with Audubon
Nature Institute



<https://youtu.be/vF5PPSWr8BU>



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SINCE PAY Check...



- Audubon Zoo from 2016-2019
- Promoted in 2019 and transferred to the Audubon Aquarium
- Started and completed a Hospitality Management certification at Delgado Community College in December 2021
- I would like to obtain my GED
- Currently studying for my Learner's Permit
- I plan to continue studies to pursue an Associate's degree in Business Management

SINCE PAY Check

Began employment with
Audubon Institute - Zoo &
Aquarium

Started working at the Human
Development Center December
2022 as an Administrative
Coordinator I.

I am MORE than my disability!



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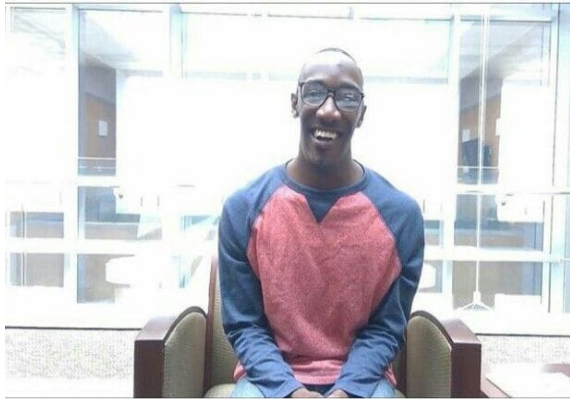
“The meaning of life is to find your gift. The purpose of life is to give it away.”



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CALL TO SELF ADVOCACY



- Completed Partners in Policy Making, 2019
- RAISE conference - RSA - Regional Youth Development Institute, Charlotte, North Carolina
- RAISE conference, part 2 - Pittsburgh, Pennsylvania
- I want to be a Better Advocate not Just For Myself...But For other people with a disability
- ...There is a place for Us. Speak up - let your voice be heard. It matters!!!
- If I don't speak up WHO WILL???



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WILBERT JOHNSON

SELF-ADVOCATE | EMPOWERED SPEAKER

"I HOPE TO CONNECT WITH OTHERS IN THE DISABILITY
COMMUNITY & MAKE A CHANGE IN THIS WORLD."

EMAIL : JOHNSONWILBERT13@GMAIL.COM

LINKIN: WILBERT JOHNSON

INSTAGRAM: @UCANOVERCOMETHIS

FACEBOOK: INSPIRING CHANGE - WILBERT JOHNSON



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THANK YOU

Will Johnson

wjoh19@lsuhsc.edu



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LSU Health
NEW ORLEANS



CORE SKILLS
AND
COMPETENCIES
TO PROVIDE
SUPPORTED
EMPLOYMENT
SERVICES

- Supported Employment Philosophy
- Assessment and Career Planning
- Marketing and Job Development
- Negotiates final job responsibilities with the employer
- Identifies supports needed to perform job.
- Collaborates with employer to identify co-workers to assist the
- employee to learn the job.
- Develops connections and referrals
- On-the-Job Training and Supports
- Ongoing Supports,
- **Etc.**



9 BEST PRACTICES IN A
CUSTOMER-DRIVEN
APPROACH TO
SUPPORTED EMPLOYMENT

- Choice
- Control
- Careers
- Full Inclusion
- Long term Supports
- Community & Business Supports
- Total Quality Management
- Assistive Technology
- Person-Centered Planning

A man in a yellow shirt and a woman in a dark green shirt are sitting at a wooden table, looking at a large open book. The man is pointing at a page, and the woman is looking at it intently. There are dinosaur figurines on the table in the foreground. The background shows a bookshelf with books and a potted plant.


MENTORING STAFF

What does it mean to mentor staff?

- Mentors are individuals who help coach less experienced professionals, offering guidance when it comes to the skills required to do the job, as well as the more intangible aspects of navigating the professional world.

MENTORING VS SUPERVISING

Mentoring involves:



teaching and sharing of knowledge, skills and life lessons to a less experienced, and often younger person. The goal in this relationship is to guide and assist an individual in professional or personal development in a specific area.

Supervising involves:

directing the actions of people who report to you and overseeing their projects. A supervisor's goal should be to manage the functions, actions and progress of others in order to accomplish organizational goals and individual achievement. Setting goals performance *evaluations*, *assessing* and teaching technical skills, conducting team meetings and providing constructive feedback



THE AGENCY HAS A CLEAR
VISION AND MISSION
PROMOTING COMMUNITY
INTEGRATED EMPLOYMENT &
ZERO EXCLUSION.

- The CRP works toward a flat structure, with most personnel in direct service roles.
- The CRP promotes stakeholder involvement in planning and decision-making through various informal and formal means.
- The CRP supports staff to be involved in person-centered planning that addresses individual interests, preferences, and support needs.



KEY AGENCY FEATURES:

- supports individualized jobs and related supports for all customers, including people with high support needs.
- pursues flexible, individualized funding that allows sufficient support for individuals with high support needs.
- has job descriptions that promote the focus on integrated employment and related community supports.



ADDITIONAL FEATURES:

- staff recruitment and retention process that promotes hiring and keeping high quality personnel.
- Promotes staff development through extensive, ongoing training and support.
- operates with an action bias, focusing on continuous evaluation and improvement of outcomes.
- collects and uses data on consumer outcomes, staff productivity, customer satisfaction, cost efficiency, and other process and outcome variables.

A blurred photograph of an office environment. In the foreground, a person is seated at a desk, their back to the camera. In the background, other people are visible, some appearing to be in conversation. The lighting is bright, suggesting a window or large indoor lights. The overall scene is out of focus, emphasizing the text overlay.

SCHEDULING STAFF

- Based on staff availability depending on caseload size and other client needs.
- Based on client and employer need



METHODS TO BUILD STAFF SKILLS

- Team Building Meetings
- Team Interaction
- Training
- Feedback
- Coaching & Mentoring
- Performance Review

MAKE SURE TODAY'S WORK GETS DONE

- both effectively and efficiently.
- Effectively by making sure that the most important things get done. By establishing priorities, setting up processes and systems so organizational goals and objectives are achieved.
- Efficiency by putting systems in place to get the maximum amount of output and accomplish tasks in the time needed to achieve appropriate levels of quality.





PRACTICE PRINCIPLES OF SUPPORTED EMPLOYMENT

- Eligibility is based on consumer choice.
- SE services are integrated with comprehensive mental health treatment.
- Competitive employment is the goal.
- Personalized benefits counseling is important.
- Job search starts soon after consumers express interest in working.
- Follow-along supports are continuous.
- Consumer preferences are important.



THE GOLDEN RULE:

Treat others as you would like to be treated

- **Show others the same courtesy, you expect from them, you will gain more respect from coworkers, customers, and business partners.**
- **Holding others in high regard demonstrates your company's likeability and motivates others to work with you.**

Simple principles and key concepts that lead to successful outcomes.



THE FIVE JOBS EVERY LEADER MUST DO

Make sure today's work gets done

Make sure tomorrow's job will get done

Handle critical incidents as they occur

Conduct performance interviews

Create a positive working environment.

MAKE SURE TOMORROW'S JOB GETS DONE

- It's not enough to get today's work done, you're responsible for, as well. The two major components of this job are: planning; and training and development.
- Planning – determine the type of issues and problems the future presents and strategize ways to identify and deal with them.
- training and development - mentoring, counseling, advising through a training and development system or plan





MANAGING CRITICAL INCIDENTS

- Identify the kinds of situations that are considered critical incidents for you and determine how to recognize them as they emerge or how to prevent them, by developing plans to resolve them.

PERFORMANCE INTERVIEWS

- Connecting with staff to enhance their performance. Short, informal and single purpose.
- The farther you move up the organizational chain, the more you will work on this indirectly. You will still conduct formal Performance Interviews/Reviews





ACCOMPLISH THE MISSION

Great working environments have the following characteristics when viewed from the worker's perspective.

- Interesting and meaningful work
- Clear and reasonable expectations
- Regular and usable feedback
- Fairness
- Consistency
- Maximum control possible over work life.



OPPORTUNITIES

Identify problems and opportunities.

- State consumer problems and define the nature of service opportunities created by those problems.
- How can you make the system better?
- How can you become “the best”

Do you really want to take on the work to be the “BEST”



**BE INVOLVED IN
IMPLEMENTING
SUPPORTED
EMPLOYMENT**

- **Step 1** Create a vision by clearly articulating SE principles and goals. Ensure the team lead is someone who is skilled and knowledgeable.
- **Step 2** Form advisory groups to build support, plan, and provide feedback for your SE initiative.
- **Step 3** Establish program standards that support implementation.
- **Step 4** Address financial issues and align incentives to support implementation.
- **Step 5** Develop a training structure tailored to the needs of different staff positions
- **Step 6** Monitor SE fidelity and outcomes to maintain and sustain program effectiveness.



MARKETING AND PROMOTIONAL MATERIALS

- Business cards
- Social media posts
- Flyers
- Letters of Recommendation
- Letters of Introduction
- Success Stories
- Candy, treats, etc.

SE RATES

EFFECTIVE APRIL 1, 2022

Supported Employment (Intensive Phase)

(5.4% COLA)

OPWDD REGION	UNIT OF SERVICE	INDIVIDUAL SESSION (SERVING 1)	GROUP SESSION (SERVING 2+)
1	Hourly	\$81.95	\$31.98
2	Hourly	\$86.03	\$29.36
3	Hourly	\$90.63	\$25.71

Supported Employment (Extended Phase)

OPWDD REGION	UNIT OF SERVICE	INDIVIDUAL SESSION (SERVING 1)	GROUP SESSION (SERVING 2+)
1	Hourly	\$81.95	\$31.98
2	Hourly	\$86.03	\$29.36
3	Hourly	\$90.63	\$25.71

SUPPORTED EMPLOYMENT FUNDING BASED ON NUMBER OF JOB SEEKERS

	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	TOTAL
JS1	80	60	40	20	80	60	40	20					
JS2		20	20	20		20	20	20					
JS3			20	20			20	20					
JS4				20				20					
JS5													
JS6													
TOTAL	6556	6556	6556	6556	6556	6556	6556	6556	6556	6556	6556	6556	78,672

Assumptions: Starting with job seekers placed for 20 hours per week and fading of supports each month to 20 hours per month with 4 job seekers

TOTAL \$78,672 (from Sept-Aug) – for 20 hours of support provided per week for 4 weeks

- 30 hours of coaching per week for 4 weeks would yield \$9,834 per month and \$118,000 per year

CLOSING COMMENTS AND Q & A

- Managing Disability Employment Programs through:
 - Ongoing supervision
 - Training and development, and
 - Mentoring

Welcome to the Vocational Rehabilitation Technical Assistance Center for Quality Employment (VRTAC-QE) - <https://tacqe.com/>

Our goal is to increase the number and quality of employment outcomes for individuals with disabilities.

<https://apse.org/wp-content/uploads/2019/03/Apse-universal-Comps-FINAL3-15-19.pdf>

<https://www.acreducators.org/certificate-types.html>

APSE CESP Certification - <https://apse.org/cesp-central/>