

New Hope Development

EMPLOYMENT SUCCESS AT NEW HOPE DEVELOPMENT

The tourism in the Branson area provides a unique opportunity for employment in a variety of occupations in the service industry. Most of this employment is seasonal running March through December.

January and February is known as the 8 week off-season in our area.

Since starting our job prep program in 2012 we have found this off-season period to be a great opportunity to focus on career exploration and job seeking skills such as attending job fairs, completing resumes



and learning interview skills. We also support people to try various volunteer opportunities and to try different job tasks to see if they like them.

Robert started the program in 2012 with job prep services. He worked at a variety of community employment group sites. These groups included 4 individuals working with one employment support person at local hotels and resorts doing housekeeping and laundry services. Robert learned all of the basic skills from dressing and grooming appropriately to communicating with co-workers and completing the different requirements of the job. One of those group employment sites was the Holiday Inn Express on the 76 strip in Branson. Robert left there for a while and worked on a contract condo

cleaning crew through New Hope Development. During the summer of 2015 Robert was contacted by the Manager at the Holiday Inn and offered a job as a houseman. Robert accepted the position, received assistance through supported employment and a plan for fading support was added to his individual support plan. He is now more independent at home and at work and his employment support person is developing natural supports at the job to ensure his success in the future. Robert's manager is happy with his progress and has a good relationship with our staff. Robert enjoys his work and is proud to tell people that he has a job and earns a paycheck.

Eric started the program in 2014 on the Partnership for Hope waiver. He also worked at the group community employment sites and with the contract condo cleaning team. Eric's skills developed at a rapid pace.



Improving lives THROUGH
supports and services
THAT FOSTER self-determination.

SHARING SUCCESS

New Hope Development was contacted by the Holiday Inn manager who was looking to hire another houseman. Eric applied for the job and was hired to work three days a week at the hotel. At this time Eric was approved for supported employment. Eric lives with his family and spends several hours independently at home and in the community. A fading plan was added to his individual support plan to begin immediately. His employment support staff monitors Eric up to 4 hours a day at work and he is becoming more independent each day. His employer is amazed with his progress and very happy with his work. It is anticipated that Eric will work without daily support within the next few months.

Dewayne started the program in 2012 with job prep services. He worked at the group community work sites and with the contract condo cleaning team. During the Branson off-season Dewayne attended a job fair with his resume and interview skills that he had been working on with New Hope development staff. Dewayne wanted to talk to people from Silver Dollar City as this has been his dream job for a long time. He was interviewed and hired on the spot at the job fair. He moved in to supported employment and a fading plan was added to his individual support plan. He started working with support as an area host at Silver Dollar city in May of 2015. In July our program director was contacted by Silver Dollar City human resources to let us know that they were comfortable with the natural supports that had been developed at work and they would be comfortable with us reducing the support to just spot checking a couple of times a week and being on call for any training issues or concerns. Dewayne has continued to do well and is working with very little support. There is no bigger smile than the one on his face when he tells people about his job.

Brian started job prep services in 2012 and **Dylan** in 2014. They were both members of our 4 person contract cleaning team at Point Royale housekeeping. Due to having too many jobs and not enough people approved for funding and people being hired for individual employment we were forced to reduce the crew to two people with one support person. They both stepped up to the plate in a big way. The four person team was cleaning 4 to 6 condos a day. **Brian and Dylan** are now doing the same amount of work without the other two people. Point Royale is very happy with them and our staff and we expect a continued employment relationship with them that will include opportunities for individual employment in the future.

Submitted by Raeanne Zurn, Executive Director from New Hope Development.

To share the success of other individuals and families, visit www.dmh.mo.gov/dd/spotlight.

