



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

# Champions of Employment

## Taking a Closer Look at Supported Employment



Promoting Employment First

# Who's in the Audience?



## Poll Question #1

What is your role?

- Support Coordinator
- Service Provider
- Regional Office Employee (UR, PR, CLC, SDS, AD, etc.)
- Other State Employee (VR, DHEWD, DBH, RSB, etc.)
- Individual/Family Member
- Other

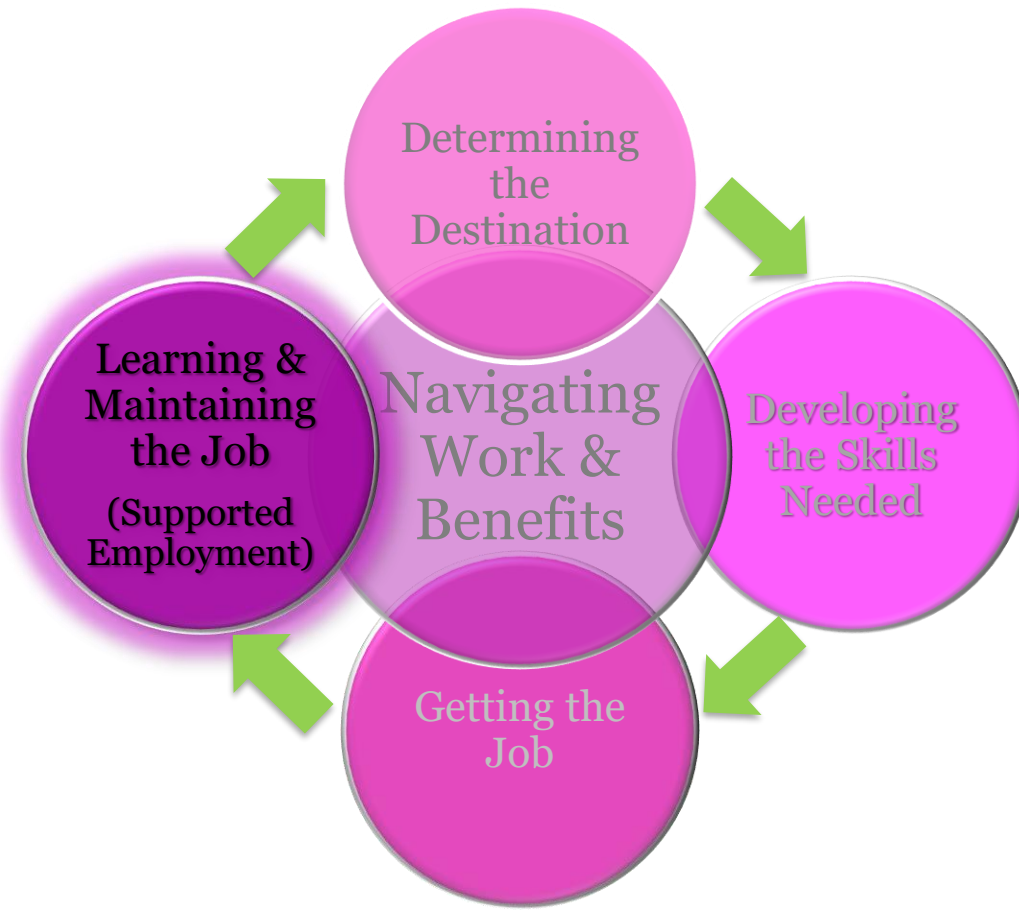
# Waiver Funded Employment Services



## Help for Every Step of the Process



# Today's Topic



- Focusing on Supported Employment
- Understanding what this service provides
- Identifying who would benefit from this service
- Knowing how to request this service
- Recognizing what to look for when one receives this service

# Perception Check

## Poll Question #2

How many individuals have you coordinated Supported Employment for?

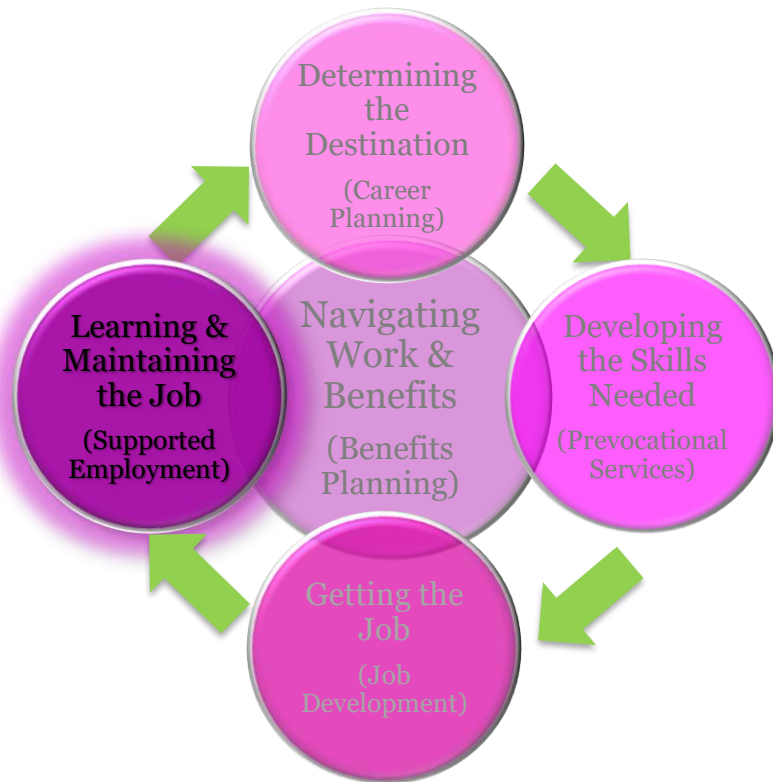
- 10 or more
- 5 – 9 individuals
- 1 – 4 individuals
- 0 individuals

# Chatbox Chatter



Tell us about your experience!

# Supported Employment H2023



Assistance needed to learn, perform & maintain the job **for those who are employed, or have a pending job offer, in competitive integrated employment**

- Skill enhancement (both soft & hard skills)
- Integration into the workplace
- Organizing skills & work flow (acclimating to the workplace)
- Development of natural supports, including technology, to maximize independence
- Increasing job performance
- As much or as little needed for as long as justified; fading is expected unless supporting documentation
- Reporting earnings to Social Security and Medicaid
- 1:1 or in small groups (1:4)

# Group v Individual Supported Employment



## Group Supported Employment

- A group of 2-4 individuals sharing a job coach (at the same place of employment, during the same time frame)
  - Typically performing the same type of work tasks
- Could be useful as a “transitional” approach to helping people become employed
  - a “stepping stone approach” allowing individuals to develop skills needed to then move into Individual Supported Employment
  - a temporary “probationary period” for some places of employment

## Individual Supported Employment

- Job coach is only providing the support needed to benefit that one employee
- Considered the preferred delivery of on-the-job supports



# What does a Job Coach do?

- A job coach provides the support needed for a person to be able to perform his/her duties and to acclimate to that workplace culture
  - Support can be provided:
    - to the employee
    - to the employer or co-worker (consultative support)
    - in-person (directly to the person)
    - Or more behind the scenes – such as completing job or task analysis, researching possible accommodations that may be needed, etc.

# Please be aware...



- Supported Employment is offered through VR as well. Therefore must address why person is not using VR for this support.
- Not everyone will require Supported Employment.
- Not intended to solely provide protective oversight or non-work-related supports, such as PA supports.

# Who makes a good candidate for this service?



- Someone who is employed & has a need for supports to sustain employment
- Someone who is seeking employment with VR's assistance but needing ongoing support needs after VR has ended support
- Someone who is receiving funding for Career Planning, Prevocational Services, &/or Job Development
  - Can request up to 480 units of Supported Employment
- Someone who wants to use the Job Center's WIOA Youth Program to develop skills for employment while earning a paycheck, but needs coaching support above what this program provides

# How to request

# What must be included in ISP?



- Statement of availability/unavailability of VR funding
  - Ineligible for VR funding
  - Not a good fit for VR
  - Already exhausted VR funding for this service
  - Service not available under VR
    - VR does not fund long-term supports – i.e. retention supports
    - VR does not fund group Supported Employment
  
- Goal/Outcome – how does this service assist this individual with achieving that outcome?
  
- Alignment with service definition – make sure what you are requesting fits within the service definition
  - Support provided allowed within service definition
  - Support provided matches intent of service
  - Statement of how natural supports will be developed & paid supports faded
  - Statement of what support is needed – how will job coach be helping individual
    - What skills will job coach be helping to develop & how

# Case Study - Blane

Blane is 20 years old & recently graduated high school. Blane is fascinated by cars & can tell you details about every car ever made. He would love to get a job working around cars. He recently completed VR's Discovery & Exploration where it was determined that he would need long term supports to succeed in employment. He is now receiving assistance from VR to find a job matching his interests & abilities. VR will also provide the initial job coaching he will need for this job.

- Would Blane be a good candidate for Supported Employment?
- Is there additional information we would need before requesting Supported Employment?

# Blane



- At this point, we do not have details about what his job tasks will be as Blane is still seeking employment
- We know from the D&E process, that Blane will need some ongoing supports to maintain his employment
- In anticipation of needing this support, we could request up to 480 units of Supported Employment to provide that seamless transition once VR has ended their support
  - If more support is required, we would then need more details about:
    - the tasks he is required to complete
    - the support he requires on the job
    - the number of hours he works

# Case Study - Amelia



Amelia is a 25 year old, who recently obtained a part-time job doing data entry/clerical work, making \$13/hr. She obtained this job with the help of her neighbor, who learned about her data entry/computer skills when Amelia helped her neighbor create a spreadsheet. Amelia now works 3 days/week at her neighbor's place of business. Amelia likes her new job & the work environment, but has expressed that she struggles with staying on top of the workflow at times. While her supervisor has not yet complained about this, Amelia is concerned that her performance could be considered lacking. Amelia has also indicated that she could use some help approaching her supervisor about this topic.

- Would Amelia be a good candidate for Supported Employment?
- Is there additional information we would need before requesting Supported Employment?

# Amelia



- We know that Amelia has identified some areas that she could potentially use some additional support
  - Managing workflow to meet performance standards
  - Interaction with supervisor
- We also believe that Amelia's employment would be considered competitive, integrated employment
  - She works at a place of employment, doing the same kind of work as others, with & without disabilities, are doing.
  - We believe she is earning the same rate of pay as others in her position & with the same amount of experience.
- Before we could request Supported Employment, we really should find out if Amelia is eligible for support through VR.



# Case Study - Casey



Casey is a freshman in high school & has Down Syndrome. Casey loves fashion & would ideally like to have a career in that industry. Casey's older siblings all have jobs. And Casey would like to have one too. Her parents have stated that while she is in school, her school work has to come first, but they are supportive of her having a summertime job. Her sister is a manager at a department store & has indicated that she could get Casey on there during the summer. However, we know from other experiences that Casey will need some assistance learning her job tasks & ensuring she performs those tasks to the employer's expectations.

- Would Casey be a good candidate for Supported Employment?
- Is there additional information we would need before requesting Supported Employment?

# Casey



- We know from past experiences (school, home, etc.) that Casey will need some help with learning work skills & making sure she is meeting her employer's expectation
  - However, more information is really needed regarding the specific tasks Casey will need to complete & the specific support she will need to complete those tasks
- We also believe that Casey's employment will be competitive integrated employment as Casey will be working at a job with others who may or may not have disabilities.
- Before moving forward with a request for Supported Employment, it may be better to include the service provider's employment specialist to determine if this potential job would make a good job match for Casey & determine type of support required.
- We would also want to check to see if Casey would be eligible for VR supports.

# Outcome Requirement



Service providers are expected to complete a monthly retention plan that includes:

- Description of the results of the professional observation and assessment of the individual and the needed paid/unpaid supports to sustain employment
- A Summary of implementation strategies to maximize employment, independence, natural supports, job performance, and identified potential risk(s) associated with reduction of paid supports.

# Chatbox Chatter



What do you need to feel more confident in requesting Supported Employment?

# Save the Dates



Champions of Employment Webinars  
2<sup>nd</sup> Wednesday of each month

1:30 – 2:30

April 13<sup>th</sup>

May 11<sup>th</sup>

June 8<sup>th</sup>

# Don't Forget



- Please answer the survey questions at the end of this webinar.
- You're feedback will be very useful in making these webinars worthy of your time.

# Reach Out Anytime



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**THANK YOU!**