Where the rubber meets the road
Supporting quality practices to improve employment outcomes

AAIDD Webinar
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Number in Employment and Day Services

Source: ICI National Survey of State IDD Agencies
“...Regardless of the job seeker’s level of motivation, skill, experience, attitude, and support system, his or her ability to get a job will often depend on the effectiveness of employment specialists. Simply stated, if they are good, job seekers get jobs. If they are not, the barriers to employment for job seekers can become insurmountable...”

Focus on Employment supports

- 35,000 employment consultants & job coaches
- Over 8,000 VR counselors
- Extensive literature on effective support practices
- Confusion about roles; feel unprepared
- Limited formal training and access to professional development
What is an Employment specialist?

Professionals who assist job seekers with disabilities explore, find, and maintain employment.

Employment consultants  Job coach  Job developer

Employment navigator  Business consultant
Supporting wholistic quality

Provider Organization
“culture & infrastructure”

Employment Consultant
“daily practices & activities”
Increasing provider capacity

“Organizational transformation cannot occur without a strong workforce of employment consultants, and employment consultants perform their most effective work within a high-functioning organizational culture that has a shared mission and vision among all of its stakeholders.”
Organizational Transformation

Focus & Values
- Goals
- Culture of inclusion

Infrastructure
- Resource allocation
- Communication plan
- Staff development
- Performance measurement
- Community partnerships

Employment Consultant Practices
- Customer engagement
- Holistic approach
- Active job placement
Facilitating transformation

- To develop a model to support provider transformation that can be brought to scale
Exploring support activities

- What do employment consultants do?
  - What is the relationship of practice to outcome?

- How do we provide implementation support?
  - Feedback
  - Reflective practice
  - Microlearning
Ensuring high quality practices is at the core

Comprehensive model of employment support

Get to know job seeker

Job search criteria

Build trust
Engage job seeker/family

Supports planning
Smooth job entry

JOB MATCH

Find tasks/jobs
Job offer

HIRE

Support after hire
Retain/advance

Element
Outcome
Quotes from the field

“...I’ve got to establish some ground rules from the beginning: number one ground rule is ‘I’m not here to find you a job. You and I together as a team are going to find a job’...”
“...So always listen to the individual first and make sure that their voice is heard because it's very easy for that voice to get lost amongst agencies, the family, the state, the employer, if they're employed, other various community members and team members... Their voice needs to be weighed more than any other.”
"... we've done a better job at matching people in their jobs, now the job coach’s role has really shifted to sort of connecting the person directly with the employer... they're there to make connections so that they can back out of the job pretty quickly..."
Engaging employment specialists

- 61 employment specialists, 37 CRPs, 17 states
- Baseline and quarterly surveys
- Daily survey + resources, by smartphone
- Monthly community of practice & goal
- Monthly performance feedback
The daily survey for smartphones

- **What** primary support activity was implemented?
- **Who** was the interaction with?
- **Where** did this interaction take place?

Once each work day at a random time
WHAT: primary support activity

- Supports leading to hire, 30% (2.4 hours per day)
- Supports after hire (e.g. job coaching), 26%
- Administrative activities, 29%
- NOT employment-related, 15%

Getting to know job seekers: 6%
Finding jobs: 13%
Other supports before hire: 11%
WHERE

Office, 41%
Community settings, 24%
Businesses, 18%
In a vehicle, 5%
Other, 11%

Supports leading to hire, 30% (24 hours per day)

ThinkWork!
WHO

- Person I support: 69%
- Business personnel: 17%
- Family, friends: 8%
- None: 6%
- Other: 15%

Who else?

Who?
WHERE – Blue zone
Supports before hire

- Office, 41%
- Community settings, 24%
- Businesses, 18%
- In a vehicle, 5%
- Other, 11%
Going deeper: Finding jobs

- Browsing ads: 38%
- Networking: 26%
- Researching: 13%
- Cold calling: 12%
- Job Negotiation: 2%
- Other: 9%

Supports leading to...
- Getting to know...
- Finding jobs: 13%
- Other supports...
Performance support

That's the hours and minutes that you and your peers as a group spend on administrative tasks, each day.

Share your ideas for streamlining administrative tasks HERE!

Were you able to streamline your administrative tasks since our online event, on February 8?

Several of your peers did it! Be among the ones who will try!

I will try, 53%

Yes, 19%

Not relevant, 10%

Unlikely, 19%
Microlearning

Ask employers: What tasks in your business are sometimes left unfinished?

Watch this 3 min video about Maggie’s negotiated new job description

Oliver.lyons@umb.edu 617-287-4376 http://www.thinkwork.org/s22ec

Monthly goal: Increase job negotiation. Combine tasks into new job descriptions.

Want to know more? Browse "When existing jobs do not fit: A guide to job creation."

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You may now close your browser

ThinkWork Advancing employment and opportunity for people with intellectual and developmental disabilities
I enjoy the feedback from other employment specialists, I enjoy the videos and online training ...

I find that it causes me to pause for a moment and reflect on how I am spending my time, energy and resources. It makes me realize how much time I truly spend on follow along and transportation to work site.

Participants said ...

I like how you have added support links at the end of the survey keep them coming.

I do like how it is bringing attention to how I spend my time and I hope that my company accounts for the amount of time that reports and administrative duties are taking up.

I love how simple it is.
The Continuous Learning Model

Bersin & Associates

Continuous Learning

- Coaching Mentoring
- E-learning courses
- Job Aids
- Training Event
- Career Pathways
- Communities of Practice
- Social, Mobile Sharing
- Career Development

Retention is Lost

Traditional Training

Time
Implementation support (Informal Learning)

On Demand
- E-learning
- Videos
- Podcasts
- Job aids
- Articles

Social
- Coaching
- Mentoring
- Communities of Practice
- Wikis, forums
- Social Networks

Embedded
- Performance support
- Feedback
- Reference info
- Applications

Bersin & Associates
Key take away points:

1. Importance of reflecting on implementation
   Time spent …
   • on supports that lead to hire
   • in businesses
   • interacting with employers
   • connecting with family members

2. Leveraging technology

3. Including data in decision making

4. Include micro, mobile, personalized learning
Future Directions

• Investigate how employment consultants make decisions about the supports that they provide to job seekers.

• Make the daily survey publicly available. Use the closing screen to share data-based personalized resources (Tips, tools, videos)

• Investigate how funding, data tracking, employment consultant practices, and the literature align
Implications for States

- Service design
- QA/QI
- Funding
- Provider qualifications
- Capacity building
- Reporting requirements
- Use of tech – administrative burden
Questions?

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