

I-REACH 2 INC. (IR2)



# Individualized Services and Supports: Employment Services

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## **EMPLOYMENT SERVICES AT I-REACH 2 INC.**

For individuals and their families to be informed, make choices and be involved in the employment process, all participants or consumers interested in Employment Services shall be provided with the following information about I-REACH 2 Inc. Employment Programs:

- The array of services provided
- Qualifications of IR2 Staff
- Our ability to serve the Individual
- Disclosure of any potential conflict of interest
- Information about outcomes performance
- Information about Employee Training Programs
- Cost for services

This information is provided through the Individual Handbook. As part of the team process, we also provide input regarding:

- Resources for employment guidance/skill training
- Referrals to the Division of Vocational Rehabilitation
- Possible opportunities for employment
- Outside resources as requested

I-REACH 2 Inc. provides employment services based on the Individual's supports and needs. We respectfully request appointments with the Community Living & Employment Coordinator or qualified Employment Service Personnel for job development are made 48 hours in advance.

Once an Individual has been placed in competitive employment the individual's team will construct a job coaching schedule to accommodate the individual's work schedule. The schedule may include holidays, nights, overnights and weekends.

## **SERVICES TO EMPLOYERS OR POTENTIAL EMPLOYERS**

In cases in which the Individual needs assistance in securing and maintaining employment or additional on the job training, employers or potential employers shall be provided with as much information as possible when I-REACH 2 Inc. is working on placing or developing natural supports for Individuals at a specific location.

An initial site evaluation is conducted to determine the appropriateness of a placement as it may relate to the job, the requirements and environment, as well as Individual's needs or limitation that may hinder successful job placement.

The following services can be requested by the Employer and provided by I-REACH 2 Inc.

- Educational resources (individual consultation, training, materials, video tapes) upon request.
- Referrals of qualified job applicants
- Ongoing technical assistance
- Support in the development of employment opportunities
- Additional resources I-REACH 2 Inc. may provide at-will to any employer

## **EMPLOYMENT OF WORKERS WITH DISABILITIES**

### **Compliance with Labor Laws**

I-REACH 2 Inc. complies with the Fair Labor Standard Amendments of 1986 which includes provisions for the employment of individuals with disabilities. Because changes in statutes and applicable laws are important to the overall operation of I-REACH 2 Inc., all updates or changes shall be integrated into the organizational structure in a timely and appropriate manner.

## **INDIVIDUALIZED EMPLOYMENT SERVICES**

Information obtained from participants in employment discovery and customization, pre-vocational or supported employment programs over a period of the first (90) Days shall include:

- Work history
- Previous training
- Economic Status and the impact of loss of benefits
- Medical and Diagnostic Information
- Functional Abilities
- W-4/Payroll Information/I-9 Information
- Current resume and assistance with job searches/applications
- Employment Pathway Planning Packet

This information shall be documented, used as a working document and placed in the individual's mail file at I-REACH 2 Inc. The Community Living & Employment Coordinator is responsible for annual updates related to employment service.

## **EMPLOYMENT PATHWAY PLANNING PACKET**

Each participant shall have an Employment Pathway Planning Packet, which identifies and addresses barriers to the individual's employment opportunities. Barriers may include but are not limited to, transportation, physical accessibility, attitudes of family, community members, communication, etc. This plan shall be reviewed by the participant's team and updated as necessary to accommodate changes in status or removal of barriers.

All decisions related to the individual participant's satisfaction, expectation and knowledge of local employment information would be used to help initiate and put a comprehensive employment plan into effect.

## **INDIVIDUAL PLAN MODIFICATIONS**

IR2 uses documented percentages, satisfaction surveys and stakeholder surveys as part of the outcome measurement system, including information from the person served, staff, employers and guardians to ensure that increased employment/training/job placement services are offered to each Individual.

Employment plans are designed or modified when changes are needed to increase the effectiveness of the training an individual receives from IR2 or to evaluate the job choice or placement of the Individual.

Modifications, additions or discontinuation of training objectives or problems with a specific placement area shall only be made in conjunction with the individual, his or her guardian and other members of the person's team.

Employment Service Personnel (job-coaches) are responsible for communicating problems or concerns to the Community Living & Employment Coordinator. Community Living & Employment Coordinator will determine if the problem or concern can be resolved without making any changes or modifications to the Individual's plan. If changes in the plan itself are required, the Community Living & Employment Coordinator is responsible for communicating those concerns or problems of suggested changes to the person served, the individual's Case Manager and his/her guardian where applicable.

## **EMPLOYEE DEVELOPMENT**

I-REACH 2 INC. offers a variety of job development curriculum for individuals in employment discovery and customization, pre-vocational, or supported employment programs. These courses are specifically designed for use for both non-disabled and disabled individuals. Facilitation of this program provides regular training to increase the individual skills of the participant in areas related to the work environment, and in securing and maintaining employment opportunities. This curriculum is designed to be delivered to an individual over the course of the first 18 weeks after entrance or transfer to Employment Services programming but can be modified to meet Individual schedules or needs.

**PROCEDURE:**

The Personal /Social Development Staff will facilitate and document daily/weekly training and support that includes, but is not limited to:

- Attendance and punctuality
- Grooming Skills
- Job seeking skills
- ON-THE-JOB Performance
- Work Related Community Skills
- Functional Literacy Skills
- Work Related Communication Skills
- Work related interpersonal skills
- Work Ethics (Dealing with Change, Workplace Culture, Learning From Mistakes, Surviving Office Politics, balancing life and work, controlling anger and other non-productive behaviors, calming new employee jitters, interviewing and application processes.)

Individualized and specific Employment Skills Training is conducted by employees in any Work Services Environment, including:

1. Volunteer Work Sites
2. Work Experience Sites
3. Supported Employment Sites

**EMPLOYMENT SERVICES COORDINATION**

**POLICY:**

Employment Services coordination shall be conducted by the Employment Specialists under the supervision of the Community Living & Employment Coordinator.

All aspects of Employment Services for individuals shall be goal oriented and systematic via the utilization of the team approach to services and utilization of the Individual Assessment, and Customer Profile for Employment Services, Job Placement and Job Coaching. Through these resources, collection of information regarding the individual's needs, preferences and abilities, and potential job interests are combined with workplace and Individual barriers, needs for accessibility or assistive technology, potential work site environment information, and evaluation.

**PROCEDURE:**

- a) All individuals served, or their families where appropriate, shall be involved in the development of employment objectives.
- b) The individual's team will determine if the Individual will need to open a case through the Division of Vocational Rehabilitation or the employment services will be provided through the Home & Community Based Medicaid Waiver.
- c) All participants receive participant handbook and a list of opportunities at Felgoodies and potential job openings known in the community.
- d) The Community Living & Employment Coordinator coordinates services for the individual as needed, maintaining contact and communication with all available resources.
- e) Appropriate and timely work opportunity referrals are made through the Community Living & Employment Coordinator, who will assess the cost and effectiveness of such services and utilize the referral system to help speed the process.

**EMPLOYMENT PERSONNEL TRAINING**

**POLICY:**

ALL Employment Service Personnel receive a variety of nationally recognized employment training and are expected to complete a post-review on each of the sections to demonstrate their knowledge of the model's philosophy and practices. A copy of the completion certificate for the will be maintained in the employee's file.

#### **PROCEDURE:**

- Training in community services and resource availability
- Financial issues pertinent to the referral process
- Identification of individual needs, preferences, special skills or limitations of the person they are serving

### **CONTRACT EMPLOYMENT SERVICES**

I-REACH 2 Inc. may seek contract benefits as a Section 8(a) set aside business for contract services to the United States government, as well as may submit contract proposals to a variety of outside entities in need of piece work and skilled labor in areas where IR2 participants can provide the work service desired. This can include wood-working or piecework from a variety of sources to include area manufacturers. The process for obtaining contracts is as follows:

1. The Community Living & Employment Coordinator and the Executive Director make initial contact to assess the feasibility and profitability of any given contract service.
2. If the payment schedule is in line with the availability and productivity level of participants in the IR2 program and with current U.S. Department Wage Standards, a bid proposal shall be submitted per the rules or regulation of the soliciting agency.
3. No bid shall be submitted without the direct approval of the Executive Director.

### **ESTABLISHMENT OF BIDS OR PROPOSALS**

I-REACH 2 Inc. seeks business on a fair and competitive basis. We do not engage in unfair competition with other programs or commercial organizations in selling our services or products. To achieve financial stability, IR2 must know its costs and bid competitively in the job market.

The Service Coordinator working with the Executive Director shall develop bids or proposals that include:

- **All direct costs**
- **All indirect costs applicable to each job**
- **Profit**
- **Consideration of Fair Market Value**

1. All bids are submitted in writing
2. No bid shall be submitted without the review and approval of the Executive Director.
3. The price of products and services should be analyzed annually by the Executive Director to ensure that the current bid price reflects changing market values.

### **EMPLOYMENT PLANNING SERVICES**

I-REACH 2 INC. uses the following methods to develop successful employment placement:

- Situational Assessments
- Job Shadowing
- Volunteer Sites
- Work Experience placements through the Division of Vocation Rehabilitation

The method used is selected based on the individual needs and preferences of the participant and the personnel needs of employers or the IR2 Organization.

Each of the methods allows a participant to gain experience and interact with other employees and ask questions about employment opportunities.

Individuals may choose one or all the experiences over the course of his/her first six months in the program.

### **USING THE RESULTS**

Quality results desired by any or all the above stakeholders of these services include:

- Work interests being explored and identified
- Recommendations for employment options are appropriate
- Employment Planning (feedback or reports from experiences lead to job goals)

- Identification of transferable work skills
- Determination of possible benefits
- Services are timely in their delivery and cost effective

It is our goal to ensure that everyone served can choose their employment outcomes and understand recommendations that are made on their behalf by the Community Living & Employment Coordinator.

## **MEASURING EMPLOYMENT SERVICE AREAS**

The following may be used in combination to measure individual outcomes or success in any I-REACH 2 INC. pre-vocational, vocational or supported employment program:

<b>Measure</b>	<b>Method Used</b>
Increase in productivity/accuracy	Time Studies (not commensurate wage related)
Increase in basic work ethic skills	30 Ways to Shine Completion Pre/Post Evaluations
Performance	Employee Evaluations at 30 and 90 days and annually thereafter
Increase in program performance	Program Data
Increase in wages	Employment Data Base Surveys
Employee Satisfaction	Pre-vocational/Vocational/Supported Employment Satisfaction Surveys

This information is available for each individual participating in Employment Services, and is kept in the individual's main file. Information is gathered annually or per policy.

Supported Employment Satisfaction Survey are conducted once per year and the results are published annually in our newsletter, website and in our Annual Report.

## **ACCESS TO ASSISTIVE TECHNOLOGY**

### **POLICY:**

I-REACH 2 INC. shall utilize all available resources to assist participants in obtaining reasonable accommodations and assistive technology to meet their identified needs. Provision of technology is based on funding availability and outside referrals or resources that may be accessed in order to ensure assistive technology can be contracted, purchased or utilized.

Services in this area shall be provided by persons who demonstrate specialized knowledge in the field who are qualified to design or implement the use of assistive technology devices.

### **PROCEDURE:**

Any assistive technology needs or device shall be pre-approved for use through the participant's team, including their Case Manager and Guardian (if applicable) and other professional team members prior to actual purchase or use of any device.

I-REACH 2 INC. shall provide full disclosure to the participant served regarding information about:

1. The scope of services provided through Casper College or its interns
2. Wyoming Institute for Disabilities library and loan program
3. The qualifications of staff members
4. Alternatives for services
5. Resources for product repair, replacement and or warranties

I-REACH 2 INC. does not directly order, purchase, or otherwise become involved in the actual acquisition of assistive technology products from retailers unless the item involves the potential for use by more than one individual participant.

## **COORDINATION OF SERVICES**

### **POLICY:**

IR2 shall promote community accessibility and create efficient services by establishing and maintaining partnerships between the individual, his/her guardian, Case Manager and other team members. This is also accomplished in part through participation in area groups that support individuals with disabilities, networking with area clubs and organizations and consistently trying to develop new and successful business contacts.

I-REACH 2 INC. shall also provide any outside training requested to area businesses, law enforcement or other local agencies wishing to learn more about the employment potential, the social/vocational development of, or legal issues regarding the hiring of individuals with disabilities.

I-REACH 2 INC. will work to maintain a solid, professional working relationship with all businesses before, during and after any supported employment or other work services experience. Natural Supports and business managers or supervisors are invited to participate in individual team meetings or to access free consultation from IR2 at any time.

### **PROCEDURE:**

I-REACH 2 INC. however, is responsible for coordinating Employment Services for the individual while he or she is participating in any employment services program including but not limited to:

- Completing initial intake
- Notifying the Case Manager and guardians of the individual's choices regarding employment opportunities
- Contacting potential employers and evaluating work sites and supports
- Monitoring and facilitating participation in the 30 Ways to Shine Program when needed.
- Working with the individual's team members to develop the Employment Plan
- Working with area businesses to develop potential positions based on the needs of the individual and their agency's needs.
- Assisting the individual in coordinating his/her schedule, transportation needs or arrangements
- Follow-up through evaluations, satisfaction surveys and progress via percentages or wage increases or decreases.

## **JOB LOSS/RETURN TO PROGRAM STATUS**

If a person who is employed loses their job, are laid-off or are unable to continue in the current placement for medical or other reasons, the Individual may return to I-REACH 2, Inc. for continued support in the following areas.

1. Programming/Education
2. Referrals for job counseling
3. Further job skill training
4. Use of IR2 resources to regroup; allow team to assist in plan adjustment or changes.
5. Provide job search alternatives
6. Assistance with re-training or volunteer placements
7. Placement in alternative programming, until another job can be found