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Employment First,
Our Collective Journey

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Woodbridge Hilton, Iselin

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**TODAY’S PRESENTATION**

Challenge our knowledge and expectations for employment outcomes for people with developmental disabilities.

Frame the phases of Employment First

Share examples of strategies, tools and experiences

Generate conversation and promote action toward increasing employment outcomes

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**WHAT STAKEHOLDERS EVERYWHERE SAY!**

Employment is hard

People don't see individuals as employable and are concerned about a full day/week of community supports

We don't have adequate provider capacity/skill to meet the demand for jobs

Going to VR is (or can be) painful

It is not the right time in today's economy

We don't have the time—other things take priority

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**KEY PHASES OF EMPLOYMENT FIRST**

1. THE EMPLOYMENT CULTURE
2. ORGANIZING FOR ACTION
3. LEADERSHIP
4. EDUCATION
5. IMPLEMENTATION

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**PHASE 1 THE EMPLOYMENT CULTURE**

- Bold goals attract bold people
- Believers in community employment are the initiators
- Everyone has a role
- Following the energy leads to results
- Being resourceful is critical
- Learning, unlearning and relearning are essential practices
- Preserving the past can be an obstacle when building your future
KEY STRATEGY

Programs vs. Services

Shift from providing jobs to finding jobs

THE EMPLOYMENT AGENCIES SAY...

Keep employment for people with disabilities THE main thing. Ensure all other activities orbit around it

Evaluate achievements based on tangible results

If best practices do not seem to yield the desired results, FORGE NEW PRACTICES

Stay sharp and frosty in whatever ways necessary to help people with disabilities get jobs, and then to keep them

Stay close to employers and value what they value. Go where they go. Hang out where they hang out. You are looking for partnerships that last and last

www.vadis.org
Chris Christian CEO

KEY TOOL

From impossible to possible ..... From possible to beneficial ..... From beneficial to allowed ..... From allowed to preferred ..... From preferred to expected ..... From expected to required ..... ..... to the same standard as everyone else

Belief + Action = Real Jobs

BROCK’S PATHWAY TO EMPLOYMENT

www.youtube.com/watch?v=vDjp4ONk9G8

FROM PREFERRED TO EXPECTED...

PHASE 2 ORGANIZING FOR ACTION

State leadership team
A basic set of core strategies
Co-sponsorship of gatherings/training from DD & DVR
Annual surveys and planning
A state website
Branding

WHERE IS NEW JERSEY?
WHERE IS YOUR ORGANIZATION OR FAMILY?
WHERE ARE YOU?
WASHINGTON STATE’S CORE STRATEGIES

- Clear mission and vision of everyone working in good jobs
- Strong leadership and continual stakeholder involvement
- Supporting providers to be innovative and competent
- Funding & contracting strategies promoting valued jobs
- Availability of training and technical assistance
- Collaboration with schools so youth start work at typical age
- Partnerships leveraging every possible resource/opportunity
- Promoting public and private sector employment
- Getting the word out and telling the story
- Evaluating results and expecting to continually do better...

OREGON CORE STRATEGIES

A statewide messaging system
www.employment-first.org

Gatherings and STORYTELLING
Educate and inform the legislature
Organize and inform families & self advocates
Transition & Organizational Transformation
Training and Technical Assistance

Key Tool

WE BELIEVE...

- Everyone can work and there is a job for everyone. Our job is to be creative and tenacious in providing support.
- Not working should be the exception. All individuals, schools, families and businesses must raise their expectations.
- People will be hired because of their ability not because they have a disability.
- Communities embrace people who contribute.
- Everyone has something to contribute and needs to contribute.
- People are healthier, safer and happier with meaningful work.
- True employment is not a social service.
- Employment is a win/win for everybody.

IN NEW JERSEY, WE BELIEVE...

PHASE 3 EMPLOYMENT – LEADERSHIP

- Policy to guide the work—38 States with some type of policy, policy directive or executive order
- Forums for all stakeholders—learn together
- Setting clear and bold goals and holding ourselves accountable
- Leadership at all levels
  - Stakeholder leadership to spread the message
  - Leadership from every seat and the conversation begins with employment
  - WAS Legislation 2011 + 7 other states with legislation
**LEGISLATIVE STRATEGY**

Services begin with employment
At least 9 months in community employment prior to choice of another service
Choice to move into employment services at any time

**LEADERS SPEAK ABOUT... WHY EMPLOYMENT**

**Benefits of Employment**

- Health and Safety
- Power and Choice
- Status and Respect
- Integration in the Physical and Social Life of Your Community
- Relationships
- Competence

**WHY EMPLOYMENT?**

**WHAT’S THE VALUE OF EMPLOYMENT?**

**PHASE 4: EDUCATION**

Regular and On-going Training

- Oregon & Washington training events
  www.gowise.org/wise-events
- Innovations to learn through experience
  www.gowise.org/Wise-Projects
- On-Demand and Web based training

**SAMPLE TOOLS**

- OREGON Talking Points
- WASHINGTON
  www.peopleworking.wikispaces.com
  www.gowise.org/Wise-Videos
- Institute for Community Inclusion (ICI) Tools
  www.realworkstories.org
EDUCATION STRATEGIES

- Engage and educate case managers
- Targeted training for employment staff
- Family training series
- Emerging leaders
- Legislative forums
- AT/IT Cohorts

PHASE 5 IMPLEMENTATION

- Focus on School to Work
- Gather, analyze and share data
- Support organizations to share ideas & partner
- Utilize technology and partner with those specializing in technology to expand jobs
- Public sector employment
- Modernization of employment agencies
- Make employment visible on line
- One person at a time
- Make it personal—What can you do?

GOALS AND OUTCOMES

- Doubling employment outcomes by 2015
- Living wages
  - [http://livingwage.mit.edu/](http://livingwage.mit.edu/)
- Increased independence
- Decreased dependence on public system
- Economic impact

AVERAGE ANNUAL WAGE FOR THE 5,259 DDD CLIENTS REPORTED AS EARNING WAGES IN FY 2011: $7,018 PER PERSON

$37 MILLION IN WAGES EARNED BY ADULTS WITH DD EMPLOYMENT SUPPORT IN FY 2011

Select the top 3 employment-related training topics listed which will be key to advancing individual job outcomes and supported employment in your community/service area?
Employment is the most direct and cost effective way to accrue all of these benefits at once.”
-Linda Rolfe, WA State DDD Director

KING COUNTY SCHOOL TO WORK PROJECT OUTCOMES

<table>
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<tr>
<th>Exit Year</th>
<th>% Not Enrolled in S2W but employed</th>
<th># Served</th>
<th>% Enrolled in S2W and Employed</th>
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<tbody>
<tr>
<td>2003</td>
<td>7.7%</td>
<td>No project</td>
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</tr>
<tr>
<td>2004</td>
<td>14.6%</td>
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</tr>
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<td>NA</td>
<td>96</td>
<td>45%</td>
</tr>
<tr>
<td>2012</td>
<td>0%</td>
<td>119</td>
<td>65%</td>
</tr>
</tbody>
</table>

Set colors, font, and sections to meet your accommodation needs. Capture video, photo, text, and/or voice for messages and a work schedule. Set work parameters with your boss, then:

Work Autonomy allows accommodation to some of the greatest barriers in the work place: communication with customers, co-workers and supervisors, tracking expectations, and understanding the relationship between production and earnings.

MAKE EMPLOYMENT FIRST PUBLIC

Create new websites
- www.gowise.org
- www.liveinclusive.org
- www.wiseemployers.com
- www.employment-first.org

Invest in Social Media
- WISE Facebook Page, Twitter @Wisetraining, Linked IN, Wise Movies (YouTube)
- Go AT/IT Facebook Page
- Go STW Facebook Page
- Go Biz Facebook Page

What Bold Move can YOU make to impact individual job outcomes in your community?
KEY STRATEGY—YOUR FIRST BOLD MOVE

- Find one person a job with a community employer
- Prepare yourself and agency (Ex: gather information & tools)
- Storytelling
- Talking about it with targeted individuals and families
- Get to know your local partners better
- Working together to set local goals
- Local Interagency barrier breaking
- Person centered exploration/planning
- Initiating culture change
- Networking with the business community
- Other _______________________________

In Closing...
Innovate or Evaporate
Up Your ‘Ask’
&
Proceed until Apprehended!!
Employment Talking Points

The following talking points are examples which can be used in conversations with individuals, families, service providers, educators, officials and the public about employment.

Why now?
- With one of the worst economies in several decades, federal, state, and local budgets and services are being drastically cut. We must invest now in assisting people to figure out how to earn income to mitigate this loss in services.
- If not now, when?

Employment is a paid job in the community that a person wants and can perform with (or without) accommodation and support.
- Wages are at least minimum wage with a goal of earning a living wage.
- The job provides a valuable service to the employer and/or community, and a valuable role to the employee.
- The job matches a person’s abilities, career goals and aspirations.
- The job may be in a variety of typical work settings such as a retail business, hospital, factory, or the person’s own business.
- Accommodations and support may be planned and/or provided by the community business, the support provider, and/or coworkers and other natural supports.

Employment and income mean a lifestyle with value, choice and empowerment.
- Paid work is an essential part of a valued and full life for adults who are of working age.
- When an individual has a paycheck and the opportunity to use his or her own money, it maximizes self-determination, choice and control.
- Having a job is an important part of gaining self-respect and status in today’s society.
- Jobs build competence with opportunities to maintain skills and learn new ones.
- Working and a paycheck expands integration and relationships in the physical and social life of a community.
THE EMPLOYMENT CONVERSATION*

- Community work sites are safe places to be and can be accommodated if needed, usually at little to no cost.
- Individuals have choices in the type of jobs they obtain and in the providers who support them on a path to employment.
- Employment is a basic human right. (Article 23 of the United Nations’ Universal Declaration of Human Rights).

People with developmental disabilities are successful workers in today’s workforce.
- Individuals with disabilities in the labor force have a positive financial impact on our economy, generating income that is ultimately returned in the form of tax revenues and purchase of goods and services.
- More complex jobs are possible thanks to new technologies, laws, and teaching methods.
- Employers continue to recognize the value of hiring workers with disabilities who add to a competent and stable workforce.
- Due to changes in state and federal laws, people with disabilities do not have to limit work hours or earnings in order to maintain essential health and other benefits.
- Qualified job coaches and employment consultants can 1) assist people to choose, get, learn and keep a job of their choice, and 2) provide support to employers to attain and maintain quality employees.
- There are many stories and examples of success in employment, in a variety of formats to share with individuals with disabilities, their families, and employers.

Thinking ‘Employment First’ means…
- We all need to raise the expectations of all stakeholders that people, regardless of their barriers to employment, must be given the opportunity to work if they choose, and
- Each individual will be supported on a Path to Employment to pursue a career matched to his or her interests, talents, and desires.

*Employment First conversations are occurring across the nation. Language and suggestions for this document were drawn from: (1) Employment Manual For Pennsylvania Community developed including Program (2006); (2) Washington County Guidelines (1992; and (3) Establishing a National Employment First Agenda: APSE (2009).
EMPLOYMENT TRAINING TOPICS

1. Introduction to Supported Employment
   Includes values; roles and responsibilities; Federal laws, court cases, regulations related to supported employment (e.g., ADA, IDEA, Rehab Act, Olmstead case, Fair Labor Standards Act; terms and definitions, Customized Employment,…); systems and services

2. Discovery and Career Planning
   Includes: discovery process, community-based assessment; Person-Centered employment planning (including goals, transferrable skills, support strategies); portfolio development.

3. Marketing and Job Development
   Includes community-building (e.g., community mapping, networking); employer leadership; job development (e.g., researching, approaching employers, using portfolios, job carving, negotiating hours and wages); writing employment proposals; and resources for employers (e.g., tax incentives, Work Source, Job Accommodation Network).

4. Workplace and Job Analysis
   Includes finding potential work tasks and general info about workplace, and analyzing specific jobs.

5. Job Coaching: Task Design and Training
   Includes task design and accommodations (e.g., job aids, assistive and information technology), task analysis, systematic instruction, and fading.

6. Job Coaching: Support Strategies
   Includes behavioral supports at work, structure and visual supports.

7. Job Coaching: Natural Supports
   Includes identifying and developing natural supports, teaching coworkers to train and support individuals, and ongoing relationships with employers (e.g., communications, negotiating job enhancements).

8. Managing Benefits
   Includes benefits planning, Social Security Work Incentives (e.g., PASS, IRWE), medical benefits (e.g., Employed Persons with Disabilities Program, Medicaid), and state benefits.

9. Systems, Partners and Resources for Employment
   Includes Vocational Rehabilitation Service, partnerships with families and schools, intellectual/developmental disability services and waiver programs, braided funding, system navigation, Work Source and One-Stops.

10. Transition from School to Work
    Includes work experience, navigating the systems (DVRS, DD, Schools), and best practices in transition.

11. Organizational Change
    Includes a wide range of topics, such as planning for changing from facility-based services to community employment, supporting staff in dispersed locations, enlisting board support, managing dual programs, and changing roles and responsibilities.

12. Self-employment
    Includes micro-boards, micro-enterprises, funding and other resources for building and marketing a business.
**Pathway to Employment**

**New Entrants**
- Individual Enters Services

**Intake**
- Interview job seeker & family
- System Overview
- Initial Paperwork
- Collect SS info
- Provide info on rights & responsibilities
- Collect release of information
- Identify resources

**Discovery**
- Identify job interests
- Interview support team
- Develop support team
- Observe the individual in a variety of settings
- Conduct activities that change the time/place/people/environment/supports to learn more about the job seeker
- Research job market

**Employment Assessment**
- Increased Relationships
- Positive ROI
- Family support

**Core Elements**
- Job Preparation
  - Periodic check-in at worksite
  - Additional training
  - Advocate for higher wages
  - Biannually evaluate the employment plan

**Employment Goal Identified**
- Job Development
  - Periodic check-in at the worksite
  - Additional training
  - Advocate for higher wages

**On-the-job Supports**
- Maintaining Employment
  - Periodic check-in at the worksite
  - Additional training
  - Advocate for higher wages

**Record Keeping**
- Individualized
- Coworkers support
- Meets the need of the employer and employee
- Meets the goal on the plan

**CHALLENGES**
- Limited community experience
- Little job history
- Little or no support system
- Employment goals too specific
- Narrow scope of job requirements
- Others not supportive of person’s employment goals
- High turnover of natural supports

**TRENDS**
- Increased Relationships
- Positive ROI
- Family support

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CAPTURE THE BENEFITS OF A MOTIVATED WORKER.

These Kitsap students will graduate this spring with job skills and ready to work. Your business could benefit from an eager, dedicated employee and a young adult with a disability could find a job they love.

Trillium will provide your business with no-cost support to ensure success.

Contact Trillium to learn how one of these young adults can boost your business.

360-698-6659 • www.trillium.org

Since 1983, Trillium Employment Services provides services to businesses who hire employees with developmental disabilities. We work individually with businesses to understand their operations and staffing needs to ensure we create a successful job placement. We can help your business recruit, train and retain your next employee.
• **A better bottom line: Employing individuals with disabilities**  
http://www.huffingtonpost.com/gov-jack-markell/a-better-bottom-line-empl_b_3749414.html

• **Employment as a health determinant for working age, dually-eligible people with disabilities**  

• **Justice department reaches landmark ADA settlement with RI, Providence**  

• **TASH: Equity, opportunity and inclusion for people with disabilities**  

• **Senator looks to enhance transition services nation-wide**  
http://www.disabilityscoop.com/2013/05/31/senator-enhance-transition/18073/

• **APSE Employment First National Map by State**  
http://www.apse.org/employmentfirst/

• **Ending disability segregation: A discussion about efforts to end segregation and discrimination facing people with disabilities, both in their communities and in the disability industrial complex**  
http://raymondsroom.blogspot.com/2013/03/low-productivity-more-of-excuse-than.html

• **Feds Take Stand Against Sheltered Workshops**  
http://www.disabilityscoop.com/2013/04/02/feds-stand-sheltered-workshops/17619/

• **NH Employment of Individuals with Disabilities**  

• **The Five Essentials of Employment First**  
http://www.gowise.org/technical-assistance

• **APSE Applauds New Federal Rules to Improve Employment of People with Disabilities**  

• **Employment, opportunity, choice**  
http://www.youtube.com/watch?v=cXQALpECCpM&feature=youtube_gdata_player