Best Practices in Supported Employment: Perspectives from the Field

Presented by:

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Hosted by:  BC Centre for Employment Excellence

The webinar will begin shortly.
Welcome & Agenda

Agenda

5 mins Welcome & Introductions
45 mins Presentation by Annette, Chad and Julya
10 mins Q&A

We encourage you to ask questions! We will address them during and after the presentation. To submit a question:

- Use the “Questions” tab at the right of your screen (at any time during the presentation.)
Best Practices in Supported Employment: Reflections From The Field

Centre For Employment Excellence
Webinar
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Julya Hutton  
Self Advocate  
Surrey, BC
Meet Anthony
Anthony is an entrepreneur from Alberta. This video introduces you to Anthony and his service.

http://www.youtube.com/watch?v=Yv5nzgrYBlQ
What is a best practice?

Best Practice Definition
A proven technique or methodology that, through experience and research, has been proven to reliably lead to a desired result.

* Annette’s story of failure
Beth Mount, Person Centred vs System Centred
Beth Mount shares her perspective of person-centred planning and how an ideal service could enhance quality of life positive outcomes.

https://vimeo.com/66409819
How principles were developed

* Conducted a global literature review of best practices and selected a variety of principles that were aligned with best practices (2012)
* Created a Survey Monkey questionnaire that garnered over 350 responses from across Canada (March 2013)
* CASE conference June 2013 conducted a Public Engagement session with Newfoundland Labrador to solidify and come to a consensus on outstanding questions
* January 2014- Launch of www.employmentforall.ca
Real work for real pay

- Paid work, not volunteer or work experience
- Integrated settings
- Industry-standard wages, benefits and conditions
- Zero exclusion
- Includes self-employment
CASE: Supported Employment Definition

Supported Employment is a person-centred approach to assisting individuals with disabilities to prepare, obtain and maintain integrated, competitive paid employment. A variety of support is tailored to individual requirements. Includes self employment.
Matching Skills To Employer Needs

- MentorAbility - A CASE initiative
- Building relationships
- Awareness and education
- “Go” video
52% of people with disabilities are unemployed while the Canadian unemployment rate is 7.6%

Unemployment rate is even lower for people with intellectual disabilities. 86%

People with disabilities work half as many weeks per year

In BC, people with disabilities (PWD) yearly income is less then $11,000.

All persons with disabilities can work, if they have the appropriate support.
1. **Choice and Control** - Employment support is guided by the job seeker to achieve their career aspirations.
Julya’s Choice and Control

- Preference for several part time jobs, each one using different skills
- Parents wanted something different and attempted to take control
Choice is not, “Would you like to work”?  
Choice is, “What would you like to do for a job”?  
There are a million ways to make a living  
We have to be explorers together with the job seeker to uncover their skills, abilities and contributions and then go to where the career makes sense.
2. Paid Employment- The Job Seeker receives the same rate of pay and benefits as other employees doing the same job. Individuals with competitive positions receive their paycheques directly from the employer.
Unpaid work experiences and volunteering that went on for years did not allow me to be independent.

I need a pay cheque to pay my own way and save for the things I want.
Unless the Job Seeker is self employed, they are required to receive their paycheques directly from the employer and to have the mandatory taxes, vacation, benefits etc deducted.

We as employment specialists need to ensure people are being treated as a full employee in all circumstances.
A Successful Match

* Rotary at Work

* Peter and Graham Video
3. **Partnership** - Job Seekers, employers, direct service providers determine the individualized strategies for providing support that will assist in career enhancement and ultimately facilitate long term satisfaction for the Job Seeker and the employer.
Partnerships:
* Parents
* Employment coach
* Co-workers
* Home Share Providers
* Friends

Supported Employment is a team sport. Ideally there are at least 3 partners engaged a job seeker’s employment success
4. Full inclusion - Socially and economically.
Because I have employment, I have social connections that are directly related to my co-workers but also I have made friends from the people I meet as customers.

I have dreams that are now a reality because I am earning my own money.
Employment Specialist
Get out of the Way!

* Job coaches often get in the way of the job seeker being able to “own” their own job.
* Set up the person you serve for success in the workplace by facilitating inclusion (ex break times coincide with other workers, job coach remains as invisible as possible, job seeker is treated just as all other employees)
* Get paid what the job in worth
5. Job Search – Timely and appropriate support is provided to achieve successful employment.
Julya’s Pre Employment
Time Wasted or Time Well Spent?

* My pre-employment time was at a good pace for me
* I know that some of my friends are stuck in workshops or still doing career planning and not looking for jobs yet
* Employment Specialists need to respect that each job seeker has a pace of their own but we are the catalyst to keep the process focussed on getting the job, not just preparing to get the job
6. Individualized - Negotiate to meet the unique/specific needs of the employer and skills of the job seeker, one person at a time.
Assumptions were made that I could work full time just like every other typical person but I know myself better then anyone and I wanted to be treated as an individual.

Listen to each person as individuals. Be creative. Think outside the box.
7. Natural Supports - Employment supports are as unobtrusive as possible and (may) fade over time by building on community support and social capital.
Julya’s Unique Natural Supports

* My Planner-Epic book of everything
* My iphone
* My home share provider and relatives
* My friends
* My bus schedule
* My employment team (job coach, co-workers etc)
Individualized to each person.

If the job match is right then job coaching will be minimal.

Exceptions to the rule: If you are serving a person with complex support needs and you would be engaged in supporting regardless of the situation then you may not “Fade” but you will not be doing their job for them either!
8. **Long-term Support** - Is available to all stakeholders to ensure people maintain employment stability and achieve career enhancement.

Support is provided on an as-needed basis. There are no time limitations on how long support can be provided.
Julya’s Support Plan

- I have a list of phone numbers of my employment coaches, friends and I can call them with good news or concerns
- I would like some support to ask for additional tasks and a raise at the Tea Shop
- I wouldn’t mind more hours of work to fill in for the seasonal hours at the Garden Shop
Employment Specialist Support Plan

* As needed
* Person centred and communicated with all stakeholders in a method of their choice
* Do not promise what you can’t deliver but do not deliver less then you know is needed
* Time management is critical
* Career Enhancement, raises, performance reviews, foster inclusion are on-going
9. Continuous quality improvement - Stakeholders are involved in the evaluation of services and Service provider implements improvements.

Supported employment services strive to provide the best employment opportunities for individuals with disabilities, with the best possible supports to ensure success.
Focus on each person as an individual
Understand that we make mistakes and that we can learn from them
Encourage us
Let us make choices
Role play more to improve our confidence
Be open to hear what doesn’t work and then be courageous to change.

Be broad in your approach to gain the feedback of your services.
Using employmentforall.ca

* The website is a resource – use with staff teams, families, service providers, job seekers, employers

* Greater knowledge leads to better practice
Contact Information

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To submit your question:

- Please use the “Questions” tab on the GoToWebinar panel (at right of screen.)
Upcoming Webinar

Translating Aboriginal Traditions to Employment

• Tuesday, November 24th, 11:30am to 1:30pm PST

• More information and registration link available soon at www.cfeeabc.org and in follow-up email
Thank you for attending today!

Continue the conversation at www.cfeebc.org.