Developmental Disabilities Community Services
Understanding Pathways to Employment Services Activities and Outcomes

A. Pathway to Employment Service Definitions

- **Outcome:** The outcome for employment services is always paid employment. Employment activity outcomes are described in the Strategies and Progress/Outcome Measures.
- **Phase:** Describes the general stage along a client's pathway toward individual community employment at minimum wage or higher.
- **Element:** A subcategory of the employment phase that organizes billable activities into related tasks and strategies.
- **Activity:** Reportable service activities within each element that directly benefit the client and support the employment goals within the individual employment plan. Employment activities may take place with the client present or on behalf of the client. Activities on behalf of a client should only occur under Phases 2 and 4. The best practice is for the client to participate in as many of the employment activities as possible.

B. Reference Documents

1. **Employment Phases and Billable Activities:** This document describes different phases in employment services and the associated service strategies and activities the client might receive. As the process for obtaining paid employment is individualized, the phases do not assume a linear process requiring all elements and clients may be in more than one phase at a time. However, services should typically progress from prep to development to coaching to retention to career advancement. The document also defines what activities may be billed by employment providers and the billing category under which those hours should be reported. The expectation is that all hours reported are documented. All activities should relate to the client's goals within the client's Individual Employment Plan.

2. **Employment Activities - Strategies and Progress/Outcome Measures** This document puts the elements and activities of the employment phases into the context of assessment and accountability. It assists in answering the question *"How can we assess whether or not progress has occurred?"* This document is incorporated in the DDCS County Program Agreement.

DDCS Individual Employment Phases & Billable Activities

Phase I

Intake

- Meet with client, family and/or other support persons
- Provide system and service overview
- Complete initial paperwork including intake assessment
- Collect client's history/information/ records from other sources
- Explore resources from:
  - Division of Vocational Rehabilitation (DVR)
  - Social Security Administration
  - Home and Community Services Foundational Community Supports
  - BenefitU

Discovery

- Identify client's job interests
- Identify strengths, interests and conditions for success
- Conduct assessments/skills inventories/interest inventories (refer to DDA Guidelines for Community Based Assessments within Employment Services)
- Consider current job market compared to client's desired job(s)
- Identify accommodations needed for success and independence (assistive technology, communication plan, etc.)
- Identify cultural and linguistic considerations
- Develop plan including:
  - Clear initial goal(s)
  - Specific and measurable action steps and strategies

Assessment

- Sample various work sites – tours
- Practice skills related to preferred work industry in alignment with DDCS Guidelines for Community Based Assessments within Employment Services
- Assistive technology planning

Job Prep

- Travel training
- Interview preparation
- Support learning professional expectations
- Support or teach self-advocacy
- Support obtaining required job items – i.e. food handlers' permit, First Aid card etc.
- Develop job portfolio or resume

Phase II

Marketing / Job Development

- Conduct labor market analysis
- Conduct business analysis
- Conduct environmental analysis
- Network with community employers
- Target/research employers
- Identify employers within the local community that match the client's interests, strengths, and skills
- Develop relationships with employers
- Educate employers on the benefits of employing the client, what to expect from a job coach and employment services, clarify roles, outline expectations, etc.
- Evaluate employment sites
- Provide proposal to employers
- Complete job/task analysis
- Identify jobsite supports
- Identify any accommodations needed
- Negotiate job description to align with employer's needs and client's strengths
- Assist with job application and interview processes
- Coordinate transportation with the client and their support system to participate in job search
- Negotiate job start
- Job replacement/change
- Customize job/job carving

Phase III

Job Coaching / Job Support

- Develop supports to promote independence such as assistive technology, task lists, etc.
- Develop and promote jobsite supports
- Coordinate transportation with the client and their support system
- Support client during new hire orientation, and onboarding
- Provide intensive onsite training and education
  - To the client
  - To the co-workers and supervisor
- Continuous evaluation – modifying jobsite, tasks, and supports as necessary
- Advocate / problem solve / crisis management
- Identify supports needed for stabilization
- Develop fade plan
- Continuous communication with the client and their identified support team and the employer
- Coordinate referrals to community resources and case management
- Develop follow-up support plan

Retention / Follow Along

- Support career advancement through skill development, training opportunities and relationship building with co-workers and supervisor
- Identify promotion opportunities and/or additional job opportunities
- Support career advancement through skill development, training opportunities and relationship building with co-workers and supervisor
- Conduct jobsite visits to support the client and the employer
- Quality assurance – monitor and support client's work performance, jobsite supports and job coaching supports
- Problem recognition/resolution
- Job modifications – new job tasks – re-training – maintain job/task relevance
- Employer monitoring change – staff/co-worker re-training etc.
- Support client to participate in the typical annual performance review process
- Advocate for promotional opportunities, new tasks, increased benefits and more hours
- Update employment plans

Phase IV/Other Staff Hours

1. Record Keeping *(without client present), reported under record keeping*

- Periodic progress reports
- Incident reports
- Satisfaction surveys
- Maintain files/records
- Report wage/hour info

The following activities should be billed in a client's current phase of service:

- Annual PCSP attendance
- Travel training and coordination
- Annual plan and progress report goal writing
- Staffing/safety planning/development of positive behavior supports
- Individualized Technical Assistance support