

Connecting with Employers: Let's Make Sure We All Benefit From These Relationships

Jennifer Edwards: ACCESS: Supports for Living

Gail McKee and Jonathan Lafferty: Restoration Society

Len Statham: NYAPRS

Raymond Gregory, Thomas Jewell and Paul Margolies:
CPI

Recovery and Rehabilitation Academy

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Center for Practice InnovationsSM
at Columbia Psychiatry
New York State Psychiatric Institute
Building best practices with you.

Agenda

- Identifying the challenge
- Connecting with employers – PROS perspective
 - Jennifer Edwards (ACCESS- Supports for Living)
- Connecting with employers: HCBS perspective
 - Gail McKee and Jonathan Lafferty (Restoration Society)
- Sharing and learning from one another



JOB DEVELOPMENT

PRACTICAL APPLICATIONS

KNOW YOUR AUDIENCE

- Cycles and Trends: Big picture
- Time matters: This moment
- Behind the scenes
- In person

GOOD SALES VS BAD SALES

- Listening to what is said and what isn't
- Understanding limits, respecting boundaries
- Being responsive to changes in the moment
- Making a meaningful connection

WHAT IT MEANS TO 'ADD VALUE'

- Understanding spheres of influence
- Adapting to a 'meeting mindset'
- Knowledge of available resources
- Creative application of resources

OUTCOMES: SHORT TERM VS LONG TERM

- Adjusting the perspective:
- Changing the conversation
- Framing opportunities for success

LOOK FOR LOOP HOLES

- Maintaining the fabric of opportunity
- Building, maintaining and repairing rapport
- Anticipate, communicate, collaborate

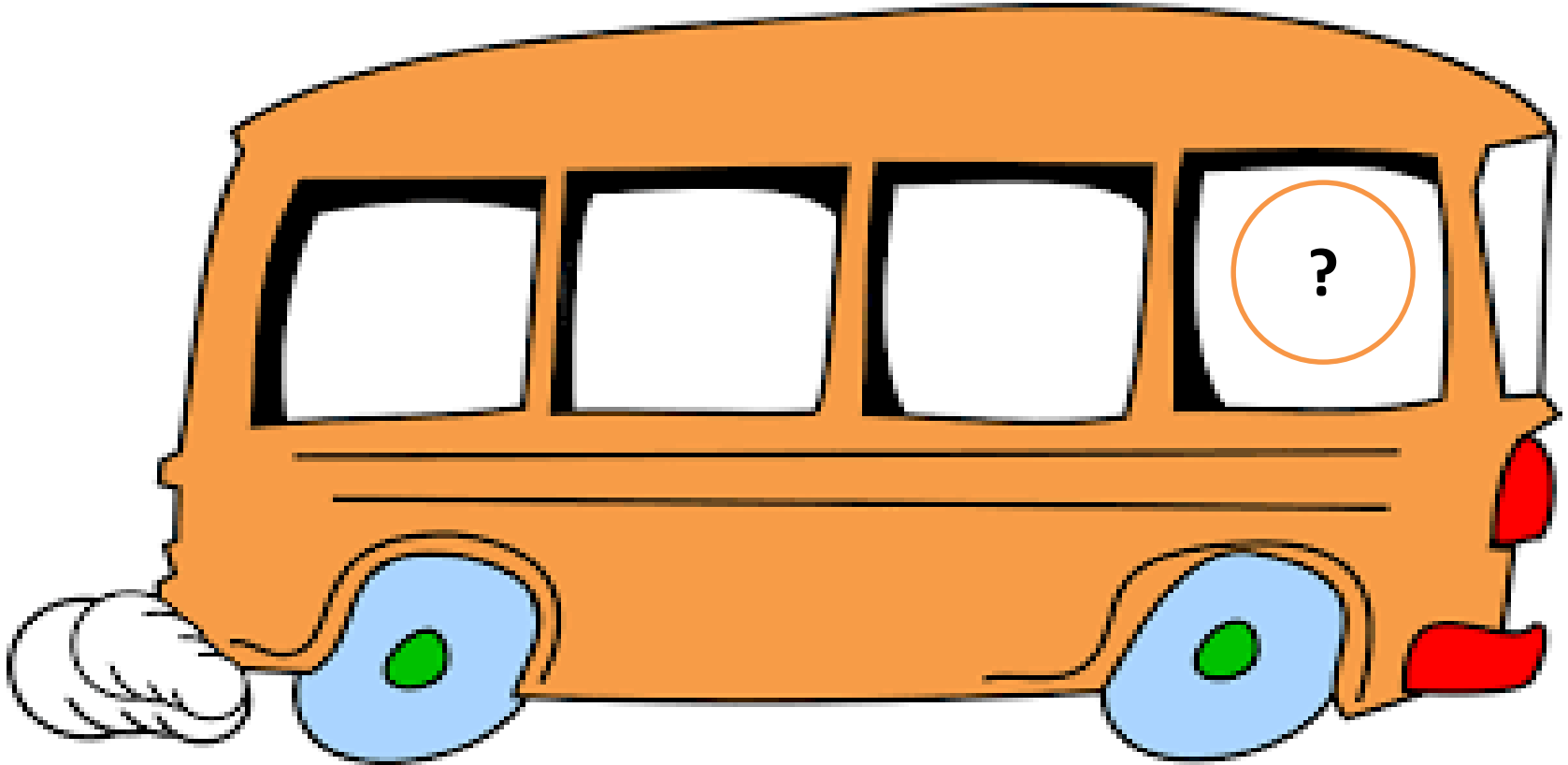


Restoration Society, Inc.

HCBS – Employment Services

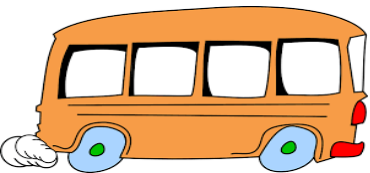
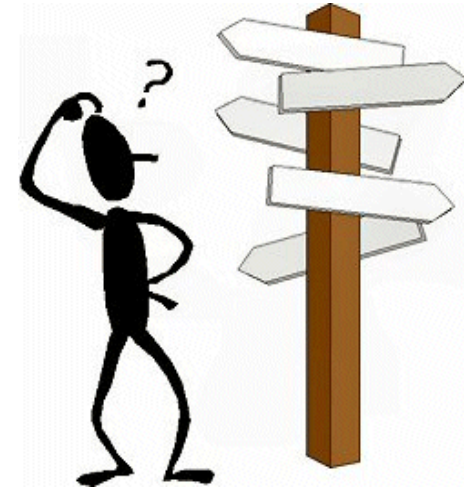
Presented by Gail McKee, Director of Programs
&
Jonathan Lafferty, BSW, Employment Specialist

Who Drives the Bus ???



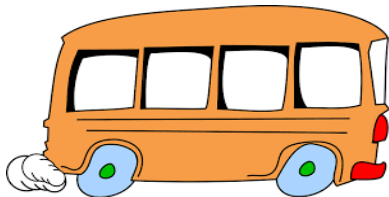
Pre-Vocational Services

- Assess Generic Work Skills
 - Establish rapport
- Identify Obstacles to Employment
- Develop Plan to Address Obstacles
- Skill Programming or Skills Teaching
- Gain Work Related Experience & Career Development



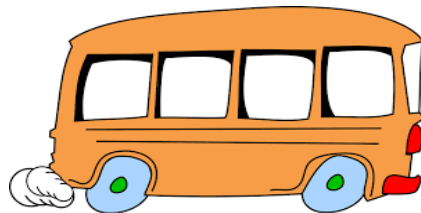
Transitional Employment

- Time limited & on-the-job training
- Support to gain skills to transition to integrated, competitive employment
- Training activities provided in regular business, industry & community settings
- TE support provided during placement
 - On-site job coaching supports
- Training or referral to a training program



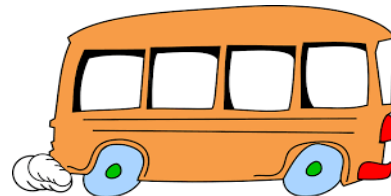
Intensive Support Employment

- Engagement Activities: Develop a Self- Selected Job Goal
- Identify Preferences & Parameters using a Combination of Technological and Written Materials
- Assist to Locate or Develop a Job
- Ongoing Job Related Discovery & Assessment



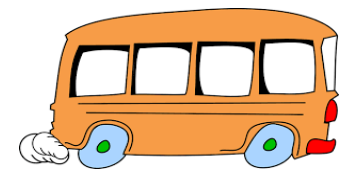
Ongoing Supported Employment

- Identify Reasonable Accommodations
- Job Coaching and Non-Work Related Training
- Identification of Strengths & Positive Attributes
- Assessment of Issues/Barriers
- Linkage & Referral to other Recovery Oriented Community Services
- Supervision and Support While in Training
- Reminders of Effective Work Place Procedures

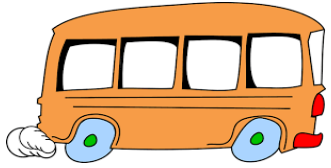


What Works? and...why RSI has been recognized as #1  in NYS for the number of referrals & quantity of HCBS customers served

- ❖ ***Person Centered*** Focus
- ❖ Living ↔ Learning ↔ Socializing ↔ Working
- ❖ Keep the ***Whole Person*** in Mind: ***Partners***
- ❖ Motivational Interviewing
- ❖ ***Strengths-Based*** Focus
- ❖ Person is **not** the Disability
- ❖ **Meet** the Customer **Where They are** at & in the Community or the Office....
- ❖ **Natural Supports**



The Customer Drives the Bus !!!



Discussion Questions

- Are you familiar with the IPS “Three Cups of Tea” approach?
- Are there other specific strategies that you have found to be successful?
- What are the challenges?
 - Let’s discuss possible solutions