Building quality supports: Implementation support beyond training

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Comprehensive model of employment support
The goals

- Understanding the relationship between employment consultant activities and outcomes
- Improving the fidelity of employment consultant practices to established standards of practice
- Demonstrating strategies for reflective practice and quality improvement

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★ Published ★ Submitted or in press

- ES Coach (2020-2023)
- Team intervention study (2021-2023)
- Secondary analysis (2019-2023)
Beyond training: Strategies to promote the use of evidenced based practices

- Investment & strategy post training
- Promoting reflective practice
- Increasing employment outcomes
- Data informed activity & review
- Continuous quality improvement & microlearning

The daily survey for smartphones

- **What** primary support activity was implemented?
- **Who** was the interaction with?
- **Where** did this interaction take place?

Once each work day at a random time
Examples of daily activities

- Supports leading to hire, 30% (24 hours per day)
- Supports after hire (e.g. job coaching), 26%
- Administrative activities, 29%
- NOT employment-related, 15%
- Getting to know job seekers, 6%
- Finding jobs, 13%
- Other supports before hire, 11%

Identifying areas for improvement

- Browsing ads, 38%
- Networking, 26%
- Cold calling, 12%
- Researching, 13%
- Other, 9%
- Job Negotiation, 2%
Findings

After one year the intervention group reported:

- Job seekers’ work hours clearly increased
- Job seekers’ earnings slightly increased
- Time to hire slightly decreased.
- No difference in the number of job seekers hired.
- Employment consultants valued feedback and reflection prompted by the daily survey.

“It causes me to pause for a moment and reflect on how I am spending my time, energy and resources.”

Link to products/articles

- [https://www.thinkwork.org/rrtc/eec](https://www.thinkwork.org/rrtc/eec)
Topics

• Essential Elements
• Priorities
• Intentional Investments
  – Training
  – Technical Assistance
• Quality Assurance Activities and Outcomes
• Contact Information

10 Essential Elements to Competitive Employment

- Clear Mission and Vision
- Funding
- Strong Leadership and Stakeholder Involvement
- Data Collections
- Telling the Story
- Preserve Training and Technical Assistance
- Expand Training and Technical Assistance
- Partnerships
- Promoting Public and Private Employment
- Youth in Transition
Washington State’s Current Priorities

- Track national developments
- Address the issue of the number of paid work hours
- Revisit funding structures, protocols and rates
- Sustain each other
- Sustain/promote the “Vision of All means All”
- Expand attention to multicultural communities
- Continued investment in transition students

Training Investments

- Association of Community Rehabilitation Educators “ACRE” approved: Intro to Supported Employment; Discovery & Person-Centered Planning; Systematic Instruction & Job Coaching; Soc. Sec., Medical & Work Incentives
- On Demand Library
- Applied practice:
  – Certified Employment Support Professional “CESP” approved courses
  – Train the Trainer – Systematic instruction
  – Community of Practice sessions/Boots on the ground
Technical Assistance

• **Individualized Technical Assistance** - relates to an individual client who has a barrier and needs support to move forward on their pathway to employment. It is a short-term service with a specific outcome or product.

• **Agency Technical Assistance** - When there are many individual clients at one agency that need support to move forward on their pathway to employment and the request is related to the staff skillset.

• **Agency Transformation** - A plan for an agency to change the way it does business, typically moving from a segregated model to an integrated model. The plan includes the necessary steps to successfully get there. A plan includes many components such as looking at existing staff skillsets and interviewing leadership; families; board members; clients; and all interested parties. The plan is developed to support an agency to move forward in supporting clients in integrated employment.

QA Tools

• **Employment Activities, Progress, Outcome Measures**

• **Quality Employment Plans**

• **Quality Review Tools:**
  – Employment plans
  – Community Inclusion plans
  – Job Foundation reports
Outcomes and Trajectory

• Quality Client Plans
• County roadmap plans/Employment First initiatives
• Job Foundation – earlier investment
• Expected minimum paid work hours

Contact Information

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Carrie Roberts, UNM/CDD
Education and Outreach Manager

Who is Partners for Employment?

• We are a statewide collaborative to improve competitive and integrated employment for individuals with intellectual and developmental disabilities.

• Our partners include:
  • University of New Mexico's Center for Development and Disability (CDD)
  • Department of Health's Developmental Disabilities Supports Division (DDSD)
  • NM Public Education Department/Division of Vocational Rehabilitation (NMDVR)

• Our mission is to build capacity by providing training, technical assistance and opportunities for networking and collaboration.
Agreements

• Memorandum of Understanding
  • Definitions, Responsibilities
  • Online Training
  • Flowchart
  • Quarterly Meetings with DVR/DDSD
• Shared Contracts
  • Monthly Steering Committee Meetings
  • Annual Leadership Meeting
• Master Training Plan

Funding & Partnership

• State General Fund Budget
  • Funding provided by DDSD and DVR
  • UNM/CDD NM only UCEDD, provides Training and Technical Assistance
  • Prioritizing Funding and tangible goals/objectives
• Partnership
  • Developed through the Jackson Litigation
  • Mandated development of employment training
  • Systems Change
  • Implementation of mandatory certification path
What is College of Employment Services (CES) Training?

CES is an ACRE approved training created by the Institute for Community Inclusion (ICI) through the University of Massachusetts-Boston

Partners for Employment offers this training as a 15-week course

• 11 online modules (new – module COVID supports)
• 4 technical assistance sessions – facilitator led with cohort
• Certificate of Completion
• Eligible for CESP or ACRE Scholarship

Impact on Employment Services in New Mexico:

College of Employment Services

Since 2018, 264 individuals have participated in College of Employment Services training, with 65% completing all coursework.

This would be an excellent course for anyone new to job development or job coaching.
Impact on Employment Services in New Mexico:

- In FY21, 35 CES students obtained their ACRE certificate.
- 160 Professionals have earned an ACRE Certificate in NM.
- 3 CES Professionals in NM in 2015.
- 66 CES Professionals hold this credential in NM.

Regional networking meetings increase the coordination of services:

- In FY21, 566 participants attended PFE School-to-Work Transition Team across 9 regions of NM. (291 unique)
- In FY21, 585 participants attended PFE Supported Employment Local Leaders meetings in 5 regions of NM. (318 unique)
Impact on Employment Services in New Mexico:

“Reaching New Heights in Supported Employment”
Annual Conference

1,168 people registered
1,141 people attended

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Partners for Employment Website
https://umnhealth.org/services/development-disabilities/programs/other-disability-programs/partners-for-employment/