

NHDHHS, Bureau of Developmental Services (BDS)

NH Employment of Individuals with Disabilities

Employment Summary

Overall, employment outcomes for individuals supported by the developmental services system continue to improve. Since March 2013, an additional **33** people are now employed bringing the total number of people employed to **1,368**. This brings the employment rate up slightly from 35.6% to **36.2%**

Here are a few exciting developments that have occurred this quarter:

Advocate NH is a network of advocacy groups and statewide organizations brought together to strengthen and enhance self advocacy efforts in New Hampshire. The first annual statewide conference, Self-Advocacy Learn It! Live It! Love It! was held in May 2013. Topics included, how to handle bullying, having a voice in the political process, human rights, what you can do to support self advocacy and **employing your talents-finding the right job**. The network meets on a monthly basis and is currently in the process of planning the 2014 conference. For additional information about Advocate NH please visit our website <http://www.advocatenh.org/>



NH was selected as one of 5 states to receive technical assistance through the Employment Learning Community that is being coordinated by the Institute for Community Inclusion at the University of Massachusetts. This project is funded by the Administration on Intellectual and Developmental Disabilities to support systems change that will lead to improved employment outcomes for individuals with intellectual/developmental disabilities and acquired brain disorders. The project partners include the Bureau of Developmental Services, self-advocates, the NH Council on Developmental Disabilities, the Disability Rights Center, the Institute on Disability, the Bureau of Vocational Rehabilitation, area agencies and provider agencies.

*****Please check out the TOOLS FOR INCLUSION: Quality Employment Services: Will You Know It If You See It? It is an excellent resource for individuals with disabilities when trying to figure out how to select a provider. This is produced by the Institute for Community Inclusion as part of their family and consumer series**

NH Developmental Services Employment Data The Facts - June 2013



June 2013	March 2013	
3,779*	3,747*	People receiving services (ages 21-64)
1,368	1,335	People employed (ages 21-64) including self-employment**
36.2%	35.6%	Total employed as a percentage of total served (ages 21-64)
86	88	People who have self-employment
1,282	1,267	People (ages 21 to 64) employed with hourly wages
9.16	9.22	Statewide average hours worked per week
\$7.94	\$7.93	Statewide average pay per hour (not including self-employment)
1,500	1,447	Total number of jobs excluding self-employment
1,477 (98%)	1,442 (98%)	Statewide total jobs paying minimum wage or above
23 (2%)	25 (2%)	Statewide total jobs paying below minimum wage
30	31	People employed age 65 and older

* The process for capturing this data has been refined providing a more accurate count of people served between the ages of 21 - 64 years old.
 **There are some people who have both hourly wages and self-employment.

Employment Statistics for People Aged 18 - 64 Years Old in US and NH		
	2011	2010
US Employment Rate for people without Disabilities:	72.8%	72.8%
US Employment Rate for people with Disabilities	32.6%	33.4%
US 2010 Employment Gap:	40.2%	39.4%
NH Employment Rate for people without Disabilities	79.5%	79.7%
NH Employment Rate for people with Disabilities	36.8%	39.1%
NH Employment Gap	42.7%	40.6%

♦ Source: 2012 Annual Disability Compendium Statistics, US Census Bureau, 2010 American Community Survey, American Fact Finder.

NH Developmental Services Employment Data Trends

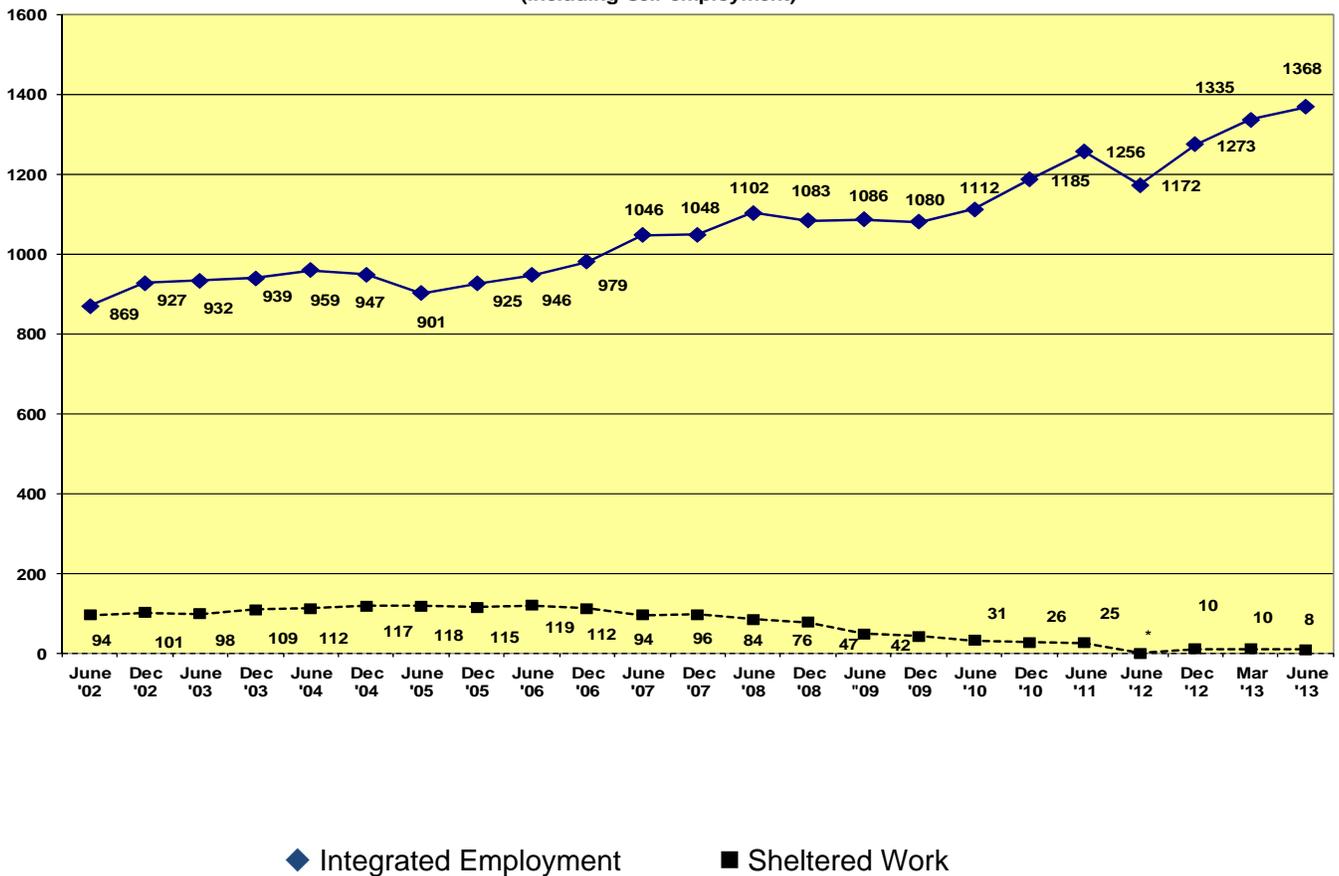
Integrated Community Based Employment continues to rise and is the primary employment type for individuals employed.

As of June 31, 2013, there was a 2.5% increase (33 people) in employment since March 2013.

There are 8 individuals reported to work in sheltered work services this reporting period. (Sheltered work is not recognized as employment in the state of New Hampshire and therefore this data is not counted in the number of people employed.)



Bureau Of Developmental Services
Total Number Of People With Employment
(including self-employment)



NH Developmental Services Employment Data Trends.... Continued

Total Number of Individuals Served and Employed (21-64 Years Old), Including Self Employment

Regional Employment

Area Agency	# of Individuals Served	# of Individuals Employed*	% of Individuals Employed	
			%	ranking
Northern Human Services	339	172	50.7%	1st
Pathways of the River Valley	226	68	30.1%	9th
Lakes Region Community Services	288	128	44.4%	2nd
Community Bridges	441	140	31.7%	7th
Monadnock Developmental Services	412	148	35.9%	5th
Gateways Community Services	554	240	43.3%	3rd
Moore Center Services	544	142	26.1%	10th
One Sky Community Services	357	132	37.0%	4th
Community Partners	310	102	32.9%	6th
Community Crossroads	308	96	31.2%	8th
Statewide	3,779	1,368	36.2%	

BDS Mission Statement

The Bureau of Developmental Services (BDS) joins communities and families in providing opportunities for citizens with developmental disabilities or acquired brain disorders to achieve health and independence. In partnership with individuals, families, and community based service networks, BDS affirms the vision that all citizens should participate in the life of their community while receiving the supports they need to be productive and valued community members.

NH Developmental Services Employment Data Trends.... Continued

Regional Employment Hours Worked and Wage Data

** Does not include self-employment.

*** Statewide averages are calculated by the entire data set, not by the column.

**** Projection based on working 52 weeks. Does not take into account seasonal employment.

Increase since last reporting period

Decrease since last reporting period.

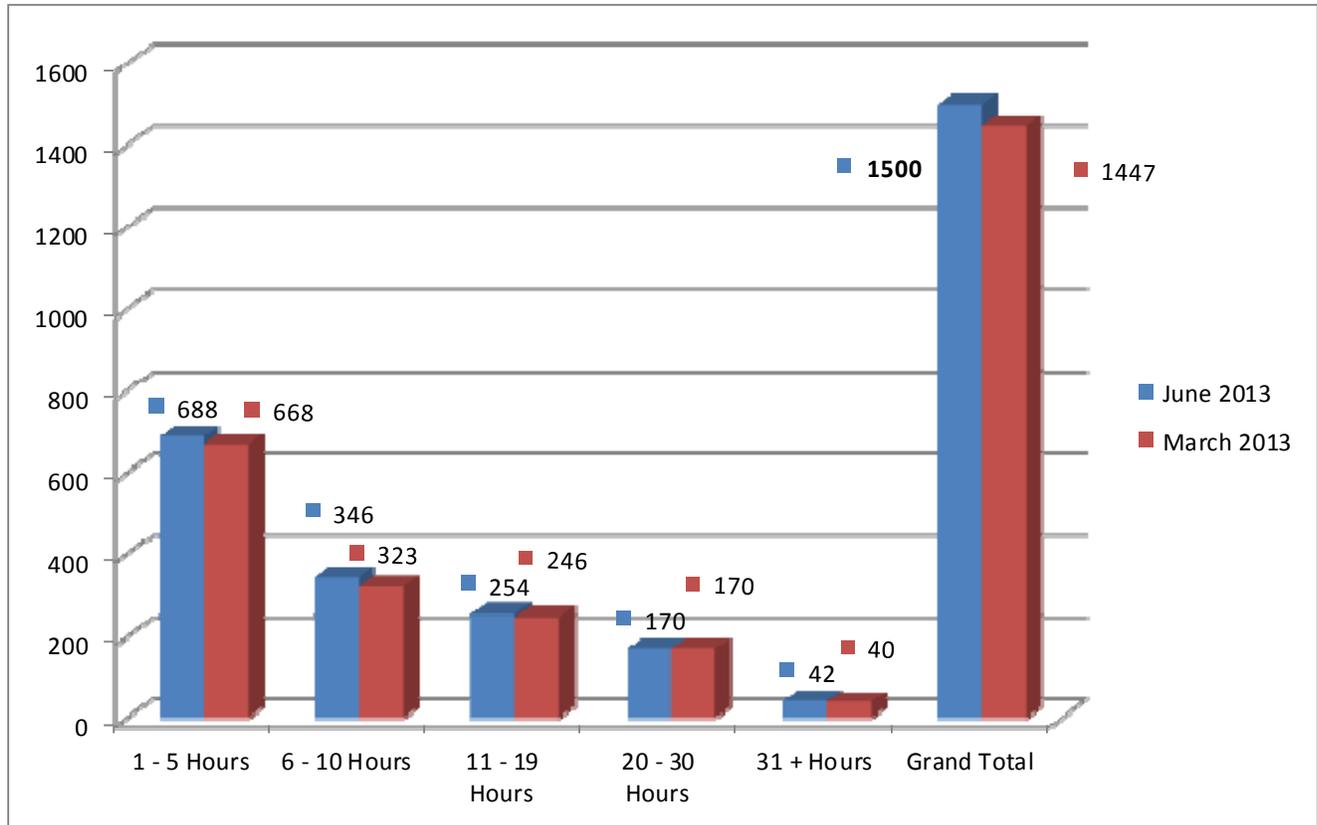


Area Agency	Average hours worked per week **		Average hourly wage per job **		Average Earnings		
		rank		rank	weekly	rank	Projected yearly ****
Northern Human Services	7.02	10th	\$7.69	9th	\$54	10th	\$2,808
Pathways of the River Valley	12.35	1st	\$8.87	1st	\$110	1st	\$5,697
Lakes Region Community Services	9.50	5th	\$7.51	10th	\$71	6th	\$3,714
Community Bridges	8.36	8th	\$8.38	2nd	\$70	7th	\$3,643
Monadnock Developmental Services	10.27	3rd	\$7.97	4th	\$82	3rd	\$4,255
Gateways Community Services	8.89	7th	\$7.84	7th	\$70	8th	\$3,622
Moore Center Services	11.33	2nd	\$7.96	5th	\$90	2nd	\$4,692
One Sky Community Services	7.18	9th	\$7.85	6th	\$56	9th	\$2,931
Community Partners	9.93	4th	\$7.73	8th	\$77	4th	\$3,988
Community Crossroads	8.90	6th	\$8.31	3rd	\$74	5th	\$3,846
Statewide Averages ***	9.16		\$7.94		\$73		\$3,781

NH Developmental Services Employment Data Trends.... Continued

Breakdown of Each job Held by Hours Per Week by Region and Statewide

(Not including self-employment)



In this quarter:

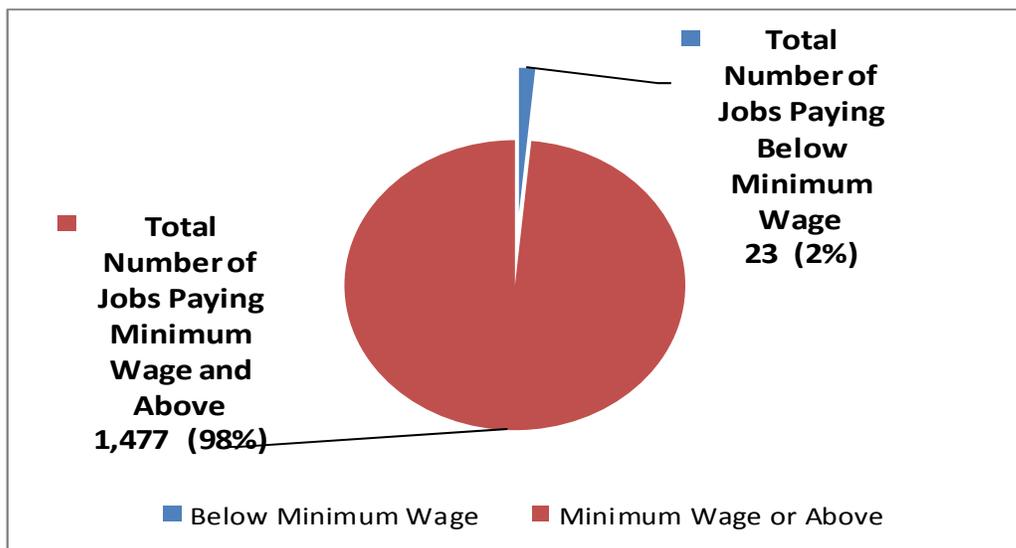
- ◆ 69% of jobs held are 10 hours or less per week.
- ◆ 17% of jobs held are between 11 and 19 hours per week.
- ◆ 14% of jobs held are 20 or more hours per week.
- ◆ It must be noted that there are more jobs than individuals employed as some people are employed in more than one job.

■ See Appendix for the Complete Regional Breakdown

NH Developmental Services Employment Data Trends.... Continued

Total Jobs Paying Minimum Wage & Above Minimum Wage by Area Agency.

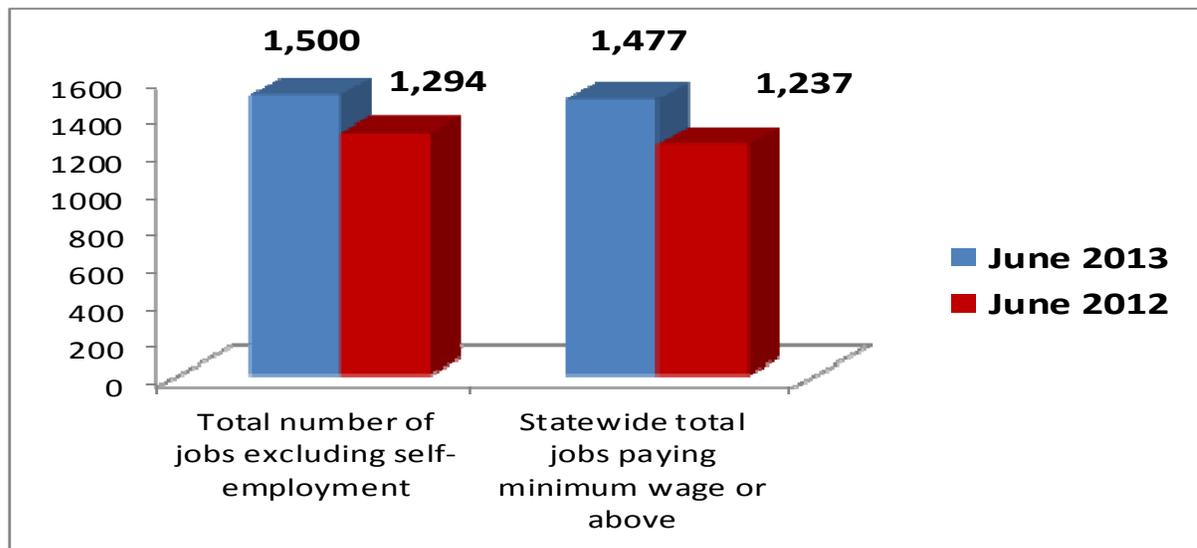
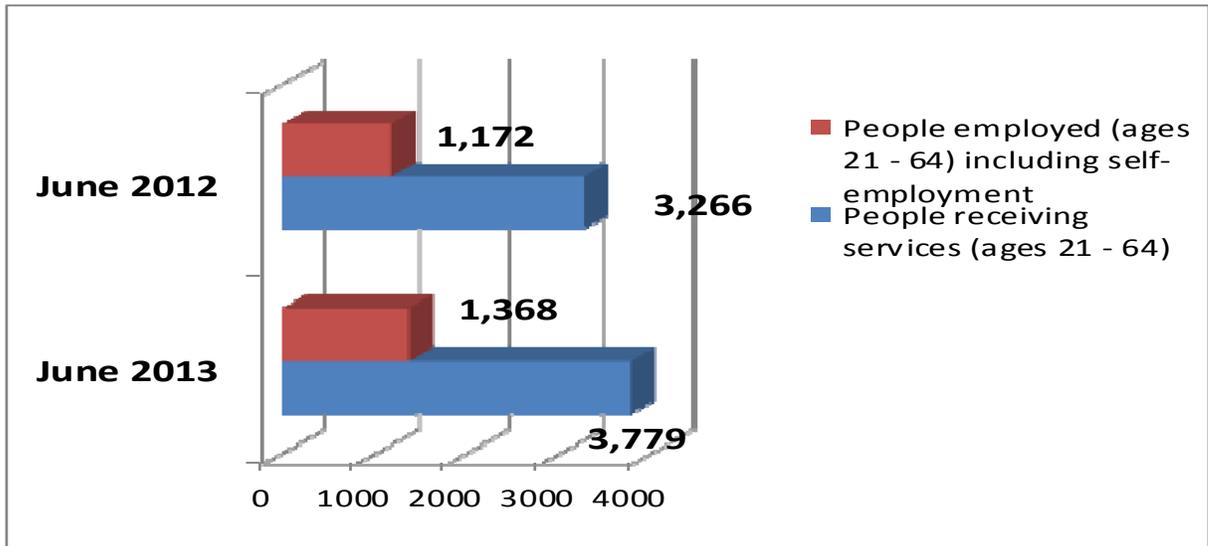
Area Agency	Total Jobs Paying Minimum Wage & Above	Total Jobs Paying Below Minimum Wage	Total Jobs
Northern Human Services	180	1	181
Pathways of the River Valley	70	0	70
Lakes Region Community Services	141	0	141
Community Bridges	140	1	141
Monadnock Developmental Services	170	0	170
Gateways Community Services	274	3	277
Moore Center Services	151	6	157
One Sky Community Services	142	6	148
Community Partners	108	4	112
Community Crossroads	101	2	103
Statewide Total	1,477	23	1,500



◆ Sub-minimum wages are permitted with official approval from the Department of Labor. NH is one of the few states that has a very small percentage of people earning sub-minimum wages.

NH Developmental Services Employment Data Trends... Continued

June 2012 and June 2013 Comparison



NH Developmental Services Employment Data Trends.... Continued



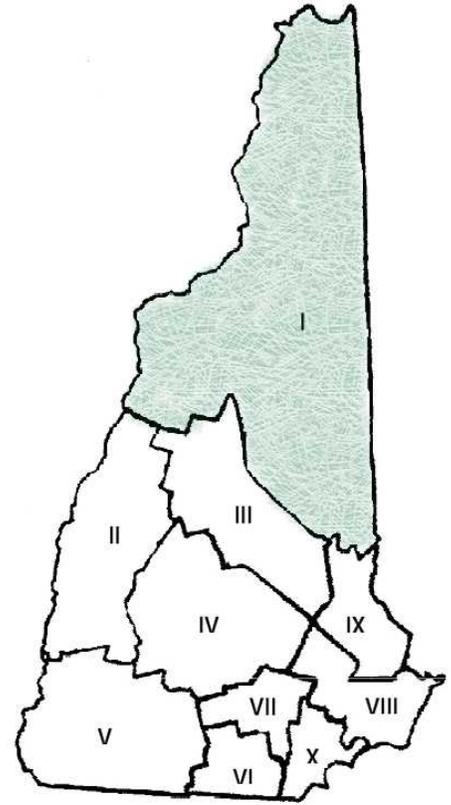
	June 2013	June 2012
Number of People with Self-Employment	86	64
Number of People with Hourly Wages	1,282	1,108
Average hours worked per week	9.16	9.07
Average Pay Per Hour (excluding self-employment)	\$7.94	\$7.75
Total number of jobs (excluding self-employment)	1,500	1,294

REGIONAL EMPLOYMENT DATA



To learn more about the commitment to employment from all members of New Hampshire's regional services system, please read the Employment Position Statement (<http://www.dhhs.nh.gov/dcbcs/bds/documents/employmentpositionstatement.pdf>)

Region 1: Northern Human Services



Regional Breakdown

Total # of Individuals Served	# Individuals Working	Percent Employed	Average Hours Worked	Average Wages Earned	Average Weekly Earnings	Projected
						Average Yearly Earnings
339	172	50.7%	7.02	\$7.69	\$54	\$2,808
Statewide ranking	1st		10th	9th	10th	

Employment Provider Data

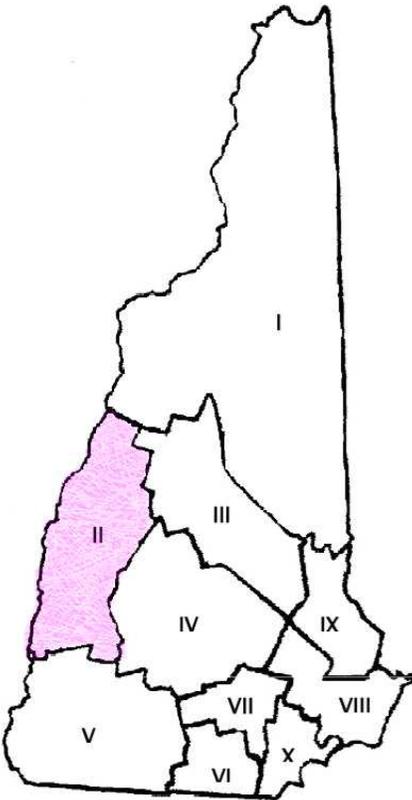
	# Individuals Employed	Average Hours Worked	Average Wages Earned
Life Transition Services	2	7	\$8.53
North Country Independent Living	7	6.75	\$7.65
Northern Human Services	162	7.04	\$7.69
Southwestern Community Services	1	6	\$7.25

Total: 172

Regional Employment Goals selected by NHS for FY'14 and FY'15:

1. Region I will increase the average number of work hours per week, per individual to 8.50 hours by 6/30/2014 and to 10 hours/week by 6/30/2015.
2. Region I will increase the average hourly wage to \$7.70 by 6/30/2014 and to \$7.80 or more per hour by

Region 2: Pathways of the River Valley



Regional Breakdown

Total # of Individuals Served	# Individuals Working	Percent Employed	Average Hours Worked	Average Wages Earned	Average Weekly Earnings	Average Yearly Earnings	Projected
226	68	30.1%	12.35	\$8.87	\$110	\$5,697	
Statewide ranking	9th		1st	1st	1st		

Employment Provider Data

	# Individuals Employed	Average Hours Worked	Average Wages Earned
CSC Employment	1	10	\$7.50
ISN - Employment	8	8.4	\$8.68
Life Transitions	1	14.3	\$8.75
Pathways Employment	58	12.86	\$8.93

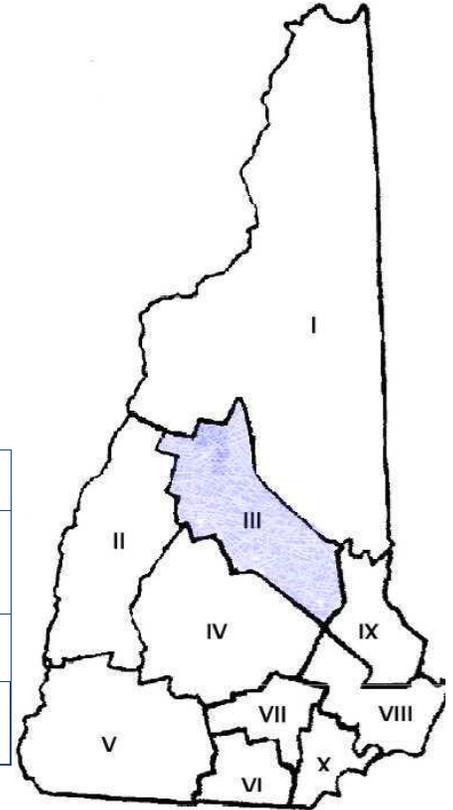
Total: 68

* Individual has self-employment

Regional Employment Goal selected by Pathways for FY'14 and FY'15:

Pathways will increase the number of people employed between the ages of 21 - 26 years old by 20% (from 11 to 13) in FY'14 and by 30% (from 11 to 14) overall in FY'15 while maintaining regional average for wages and hours of work per week for this age group.

Region 3: Lakes Region Community Services



Regional Breakdown

Total # of Individuals Served	# Individuals Working	Percent Employed	Average Hours Worked	Average Wages Earned	Average Weekly Earnings	Projected
						Average Yearly Earnings
288	128	44.4%	9.5	\$7.51	\$71	\$3,714
Statewide ranking	2nd		5th	10th	6th	

Employment Provider Data

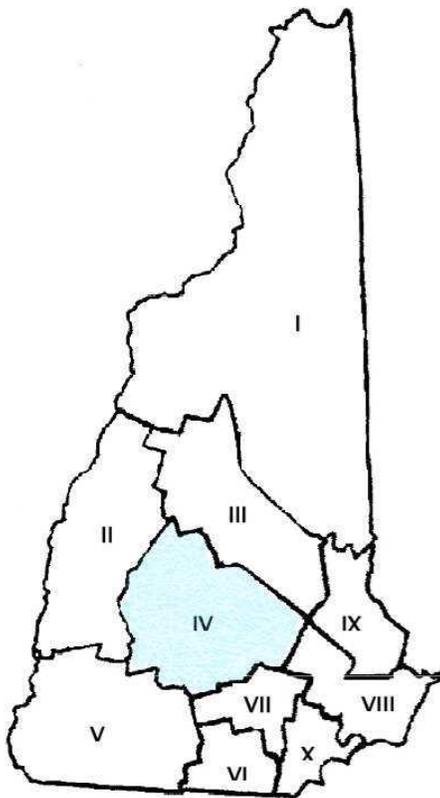
	# Individuals Employed	Average Hours Worked	Average Wages Earned
Easter Seals	1	10	\$7.25
Lakes Region Community Svcs	127	9.5	\$7.52

Total: 128

Regional Employment Goals selected by LRCS for FY'14 and FY'15:

1. By June 30, 2014, LRCS will develop a sector based employment opportunity that will serve 6 individuals. Of the individuals served, 4 will gain employment from this experience. This employment opportunity will continue in FY' 2015, with an additional 6 individuals being served and of those served 4 will gain employment.
2. By June 30, 2015, LRCS will develop 2 high school job clubs, for students age 16-21, with a minimum of 6 students participating in each club.

Region 4: Community Bridges



Regional Breakdown

Total # of Individuals Served	# Individuals Working	Percent Employed	Average Hours Worked	Average Wages Earned	Average Weekly Earnings	Average Yearly Earnings	Projected
441	140	31.7%	8.36	\$8.38	\$70	\$3,643	
Statewide ranking	7th		8th	2nd	7th		

Employ-

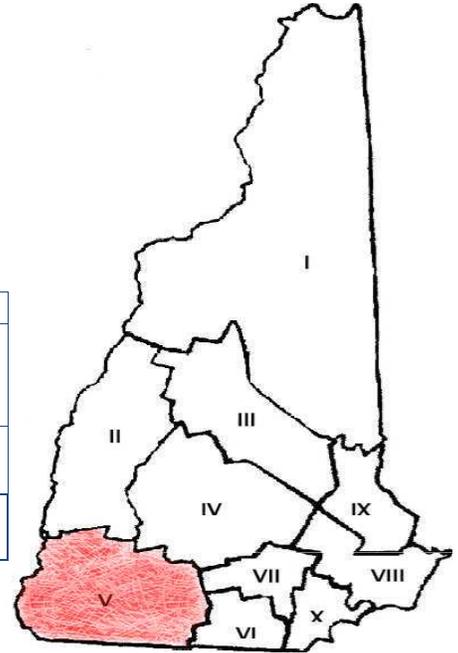
	# Individuals Employed	Average Hours Worked	Average Wages Earned
Community Bridges	75	11.1	\$8.78
Community Services Council of NH	3	5.0	\$8.50
Easter Seals	28	6.7	\$7.57
Granite Bay Connections	2	3.0	\$7.25
Institute for Professional Practice	3	3.0	\$7.25
Independent Services Network	6	3.7	\$8.42
Lutheran Social Services	3	1.5	\$7.59
Residential Resources	4	4.8	\$7.25
Robin Hill Farm	1	2.0	\$7.85
Siddarth Services, Inc	2	3.5	\$7.63
Work Opportunities Unlimited	13	6.4	\$9.05

Total: 140

Regional Employment Goal selected Community Bridges for FY'14 and FY'15:

1. Region 4 will increase the number of individuals employed between the ages of 21-26 by 10 (25%) in FY'14 and another 10 (20%) in FY'15.
2. Region 4 will increase the average number of hours individuals work by 5% in FY 14 (from 8.73 to 9.17) and 10% in FY 15 (from 9.17 to 9.60).

Region 5: Monadnock Developmental Services



Regional Breakdown

Total # of Individuals Served	# Individuals Working	Percent Employed	Average Hours Worked	Average Wages Earned	Average Weekly Earnings	Projected
						Average Yearly Earnings
412	148	35.9%	10.27	\$7.97	\$82	\$4,255
Statewide ranking	5th		3rd	4th	3rd	

Employment Provider Data

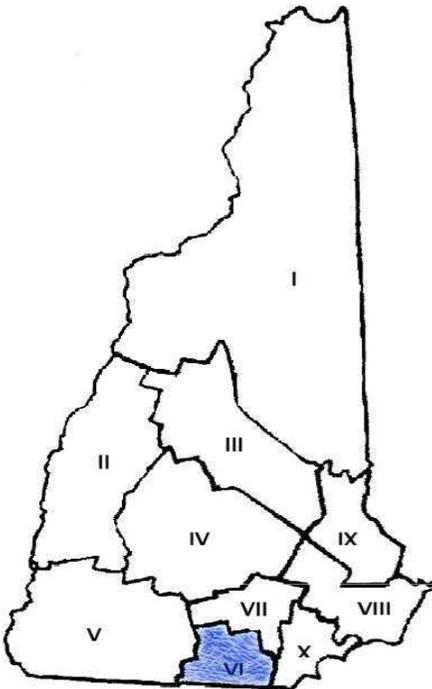
	# Individuals Employed	Average Hours Worked	Average Wages Earned
ACCESS Employment	3	6.5	\$9.89
Chesco Employment	27	7.9	\$7.93
Community Strategies for NH	4	14.6	\$8.34
Crotched Mountain	3	20.5	\$8.67
Easter Seals - Employment	3	11.5	\$7.38
Life Transition Services	1	27.5	\$8.25
MCST Employment	44	16.9	\$8.55
MDS ISO Employment	18	11.7	\$8.55
Monadnock Worksource	20	3.2	\$7.31
Polux Employment	1	4.0	\$9.00
Psalm 33 Employment	1	12.0	\$7.25
Residential Resources	3	11.2	\$7.25
Robin Hill Farm	3	1.8	\$7.58
Southwestern Community Services	17	6.3	\$7.68

Total: 148

Regional Employment Goals selected by MDS for FY'14 and FY'15:

1. Increase Number of Individuals employed by 10% (15) in FY'14 and an additional 10% (16) in FY'15.
2. Increase the average number of hours worked for individuals ages 21-26 years old from 7.9 hours/week to 8.25 hours by the end of FY'14 and to 8.75 hours by June 30th 2015.

Region 6: Gateways Community Services



Regional Breakdown

Total # of Individuals Served	# Individuals Working	Percent Employed	Average Hours Worked	Average Wages Earned	Average Weekly Earnings	Projected Average Yearly Earnings
554	240	43.3%	8.89	\$7.84	\$70	\$3,622
Statewide ranking	3rd		7th	7th	8th	

Employment Provider Data

	# Individuals Employed	Average Hours Worked	Average Wages Earned
Easter Seals Employment	24	8.1	\$7.21
Gateways CDS	10	10.4	\$8.07
Independent Services Network	10	5.1	\$8.47
Institute for Professional Practice	4	7.4	\$7.95
Living Innovations	1	6.0	\$8.25
Nashua Center - Employment	18	3.7	\$7.61
Opportunity Networks	47	7.2	\$7.58
The Plus Company	119	10.4	\$8.02
Toward Independent Living & Learning	7	6.9	\$7.79

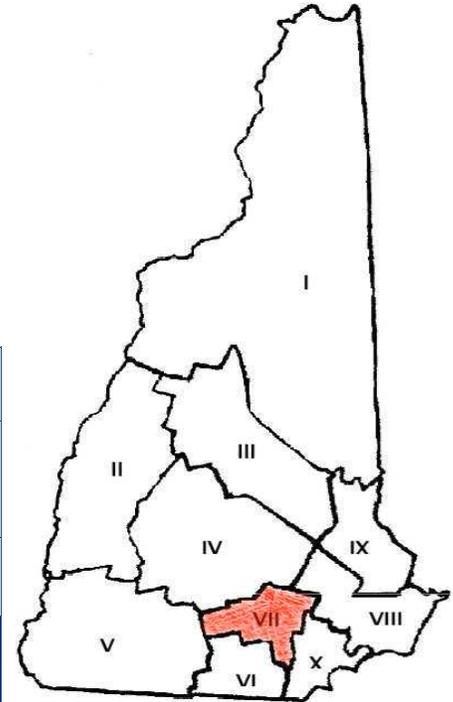
Total: 240

Regional Employment Goal selected b Gateways for FY'14 and FY'15:

Goal #1: Gateways Community Services is currently projecting 54 individuals who will be turning 21 and entering adult services in FY14 and FY15. Of those individuals, 80 percent will have one of the following when entering adult services: 1. Employed in the community; 2. Enrolled in post-secondary employment training; 3. Have an employment goal with a strategic plan demonstrating specific steps for pursuit of employment in the community.

Goal #2: Gateways will increase the number of jobs and/or hours for 5 percent of individuals who are identified as (or historically) under-employed and/or unemployed.

Region 7: Moore Center Services



Regional Breakdown

Total # of Individuals Served	# Individuals Working	Percent Employed	Average Hours Worked	Average Wages Earned	Average Weekly Earnings	Projected
						Average Yearly Earnings
544	142	26.1%	11.33	\$7.96	\$90	\$4,692
Statewide ranking	10th		2nd	5th	2nd	

Employment Provider Data

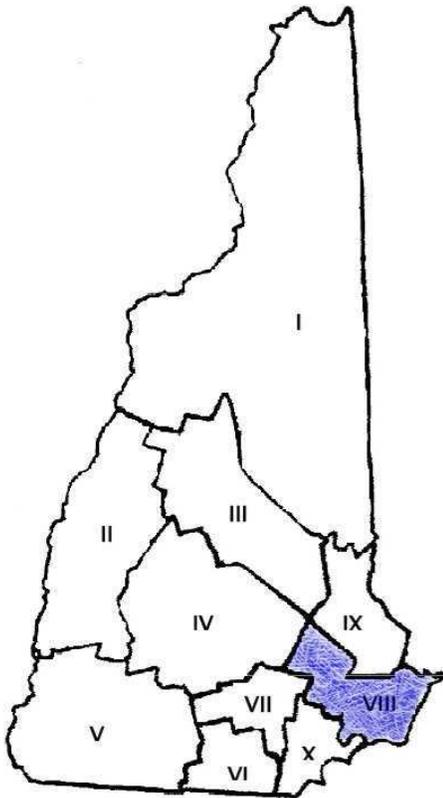
	# Individuals Employed	Average Hours Worked	Average Wages Earned
Alternative Programs	2	4.0	\$8.63
Chesco Employment	1	10.0	\$7.25
Easter Seals	17	10.1	\$6.75
Granite State Independent Living	6	11.4	\$8.58
Independent Services Network	6	7.3	\$7.85
Life Visions	2	9.4	\$8.75
Lifeshare, Inc.	2	14.3	\$7.88
Moore Center Services	73	12.3	\$7.77
Residential Resources, Inc	2	16.0	\$8.88
Siddharth Services, Inc.	7	3.3	\$8.72
Work Opportunities Unlimited	24	12.5	\$8.93

Total: 142

Regional Employment Goal selected by the Moore Center for FY'14 and FY'15:

The Moore Center will work towards increasing overall employment by a minimum of 10% (13 new jobs) in FY'14 and by another 10% (14 new jobs) in FY'15.

Region 8: One Sky Community Services



Regional Breakdown

						Projected
Total # of Individuals Served	# Individuals Working	Percent Employed	Average Hours Worked	Average Wages Earned	Average Weekly Earnings	Average Yearly Earnings
357	132	37.0%	7.18	\$7.85	\$56	\$2,931
Statewide ranking	4th		9th	6th	9th	

Employment Provider Data

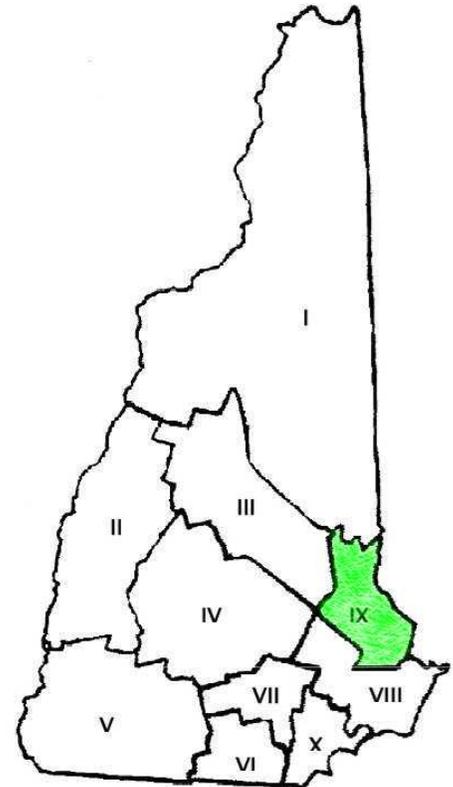
	# Individuals Employed	Average Hours Worked	Average Wages Earned
CMRC Employment	1	1	\$10.00
Easter Seals	19	7.9	\$7.63
Granite Bay	1	11.0	\$9.00
Great Bay Services	26	5.9	\$7.11
Institute for Professional Practice	6	2.8	\$7.68
Life Visions	1	2.0	\$7.50
Lifeshare	17	5.7	\$8.54
Living Innovations	17	6.7	\$7.84
One Sky Futures	10	3.8	\$7.81
One Sky Employment	23	11.2	\$8.35
Residential Resources , Inc.	1	3.0	\$7.25
Work Opportunities Unlimited	10	11.5	\$7.78

Total: 132

Regional Employment Goal selected by One Sky Community Services for FY'14 and FY'15:

Increase the number of people working by 10% per year for the next two years (from 124 to 136 by 6/30/2014 and to 150 by 6/30/2015), while also increasing the average number of hours worked per week by 20% per year (from 7.18 hours to 8.6 by 6/30/2014 and to 10.3 by 6/30/2015).

Region 9: Community Partners



Regional Breakdown

Total # of Individuals Served	# Individuals Working	Percent Employed	Average Hours Worked	Average Wages Earned	Average Weekly Earnings	Projected
						Average Yearly Earnings
310	102	32.9%	9.93	\$7.73	\$77	\$3,988
Statewide ranking	6th		4th	8th	4th	

Employment Provider Data

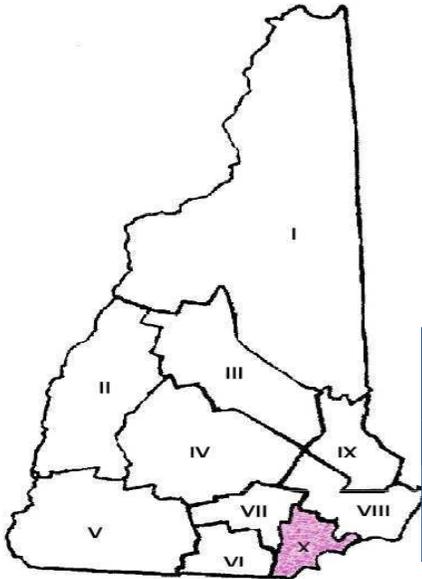
	# Individuals Employed	Average Hours Worked	Average Wages Earned
Community Partners	87	10.0	\$7.83
Easter Seals	2	15.0	\$8.25
Great Bay Services	10	7.7	\$6.31
Institute for Professional Practice	3	10.7	\$8.50

Total*: 102

Regional Employment Goal selected by Community Partners for FY'14 and FY'15:

Using the reported baseline of March 2013 of 100 individuals, Community Partners will increase the number of people employed by 10% in FY'14 and 15% overall in FY'15.

Region 10: Community Crossroads



Regional Breakdown

Total # of Individuals Served	# Individuals Working	Percent Employed	Average Hours Worked	Average Wages Earned	Average Weekly Earnings	Average Yearly Earnings	Projected
308	96	31.2%	8.9	\$8.31	\$74	\$3,846	
Statewide ranking	8th		6th	3rd	5th		

Employment Provider Data

	# Individuals Employed	Average Hours Worked	Average Wages Earned
Community Crossroads	17	9.64	8.68
Easter Seals	15	5.6	\$7.41
Granite Bay Connections	2	9.0	\$7.25
Independent Services Network	3	4.7	\$9.83
Institute for Professional Practice	1	4.0	\$8.00
Kimi Nichols Center	2	7.2	\$8.22
Life Visions	13	11.1	\$10.27
Lifeshare	7	4.8	\$7.84
Living Innovations	12	7.3	\$7.76
Nashua Center	5	4.6	\$8.66
Neurorestorative NH	1	4.0	\$7.25
Residential Resources, Inc.	1	20.0	\$7.50
Work Opportunities Unlimited	17	14.3	\$7.88

Total: 96

Regional Employment Goals selected by Community Crossroads for FY'14 and FY'15:

1. Increase the overall number of people employed to 40% in FY'14 and 50% in FY'15 using March 2013 baseline of 31% employed.
2. Increase the average hours worked per week to 12 hours in FY'14 and 14 hours in FY'15 using March 2013 baseline of 8.28 average hours worked.

Appendix



Breakdown of Individuals Employed by Hours Worked Per Week by Region and Statewide

Area Agency	1-5 hours		6-10 hours		11-19 hours		20-30 hours		30+ hours		Total # of Jobs
	# of Jobs	%	# of Jobs	%	# of Jobs	%	# of Jobs	%	# of Jobs	%	
Northern Human Services	109	60%	36	20%	21	12%	12	7%	3	2%	181
Pathways of the River Valley	25	36%	17	24%	11	16%	11	16%	6	9%	70
Lakes Region Community Services	65	46%	26	18%	31	22%	15	11%	4	3%	141
Community Bridges	67	48%	42	30%	16	11%	11	8%	5	4%	141
Monadnock Developmental Services	76	45%	38	22%	23	14%	27	16%	6	4%	170
Gateways Community Services	118	43%	77	28%	41	15%	36	13%	5	2%	277
Moore Center Services	41	26%	34	22%	60	38%	20	13%	2	1%	157
One Sky Community Services	88	59%	27	18%	18	12%	13	9%	2	1%	148
Community Partners	45	40%	26	23%	21	19%	16	14%	4	4%	112
Community Crossroads	54	52%	23	22%	12	12%	9	9%	5	5%	103
STATEWIDE TOTAL:	688		346		254		170		42		1500
% of Jobs in Each Category		46%		23%		17%		11%		3%	

♦ (not including self-employment)

How To Use The Employment Data Report

1) **Share this with Families, Self-Advocates, Board Members, Family Support Councils, and Staff.**

The data report is meant to be a tool to be used for more in-depth discussions about employment efforts regionally and statewide. Please ask questions if there is any information you don't understand. This is a great opportunity for each agency to share information about how it promotes employment and what opportunities and services are available.

The data can be very helpful to individuals and families in trying to select an employment provider. However, it is important to understand that there are more factors to consider when selecting a provider than just performance data alone. Here are some things to consider:

- ❖ Does this provider promote employment?
- ❖ Does this provider have staff who have been trained using the statewide curriculum called ACRE or who hold a national certification as a Certified Employment Support Professional.
- ❖ Does this provider specialize in placing people in specific industries?
- ❖ Does this provider serve a high number of people with the most significant disabilities?
- ❖ Does this provider offer career development services?
- ❖ Does this provider offer any structured skills training opportunities?
- ❖ Talk to other families about their satisfaction with various providers.

2) **Use this report to set goals with staff, your region, your Board, and for your strategic plans.**

Don't forget, Area Agencies can generate their own regional report at any time using our new employment data system. The Bureau will generate Employment Reports on a quarterly basis. The next report will be released in the Summer 2013.

3) **Host an Employment Event. Invite a Panel of Employed Self-Advocates to talk about their work experience, the process they went through to achieve employment, and the impact being employed has had in their life.**

Also invite:

- ❖ Employment staff to talk about your region's efforts and commitment to employment;
- ❖ Employment vendors so they can meet the various employment providers;
- ❖ Invite a panel of local employers to talk about how hiring an inclusive workforce makes good business sense;
- ❖ Work incentives specialists to talk about the impact of earning income on benefits

(**psssst:** here's a well-kept secret: almost everyone who works is financially better off earning income than just receiving benefits...talk to a work incentives specialist...they will show you the math). You can also visit www.nhwirc.org to learn more about work incentives and how to find a trained work incentive specialist.)

If you have any questions about the information contained in this report and/or if you would like to invite me to come and discuss this report along with NH's employment efforts, please do not hesitate to contact me at denise.sleeper@dhhs.state.nh.us.

Self-Employment Success Story

Chris' All-Seasons Yard Service

Christopher, or Chris as he prefers, of Rochester, NH, is the proprietor of Chris' All-Seasons Yard Service. After several months of "testing" the market to determine if there was a demand for such a business, Chris officially started his business in November 2012, after receiving a grant from Vocational Rehabilitation. Chris' business provides the following services:

- General lawn care such as grass mowing, trimming, and pruning
- Fall and Spring raking
- Pressure washing of home exteriors
- Snow Removal for residential driveways and walkways, and rooftops
- Junk/Debris removal



When Chris started receiving Day Habilitation services from Community Partners in May 2012, his primary focus was finding employment. For the next several months Chris devoted his time to searching for a job in the construction and landscaping fields, submitting countless applications and inquiries. He received only one response for an interview which ended abruptly upon learning that he had a felony conviction on his record. About this time, an ongoing discussion emerged about the prospect of Chris starting his own lawn business. His family owned a lot of the basic equipment (lawn mower and weed trimmer), and it was suggested that perhaps Chris could at the very least make a little money on the side by mowing neighbors lawns. Chris and his team brainstormed some ideas, and in early August Chris and his staff developed a homemade flyer advertising several yard and lawn care services which was distributed to his neighbors at Seasons Lane Mobile Home Park.

Within two weeks, Chris received his first response to the flyer resulting in two customers for grass mowing. Additional flyers were developed and posted in several neighboring mobile home parks which resulted in additional customers. Feeling encouraged by the response from customers, Chris and his DSP developed a business plan and submitted it to Vocational Rehabilitation (VR) in the hopes of securing funds to help purchase commercial grade equipment, marketing materials, and liability insurance to help expand his business. The research that was needed to develop the business plan included: visiting the Small Business Development Center (SBDC), completing two online trainings offered by the SBDC on Small Business ownership and How to Write a Business Plan; interviewing several homeowners and one local owner of a small landscaping business in Lee, NH; and research on the various equipment that would eventually be needed for his business.

At his initial meeting with VR, Chris and his DSP submitted the initial draft of the Business Plan. It was then explained by the Vocational Counselor that VR had a specific format and process which included the completion of the “5 Steps to Successful Self-Employment” workbook. Chris and his DSP eventually completed the activities in the workbook and submitted the final draft of the Business Plan at an October meeting. Chris received word that the plan was approved by VR in late November. He was awarded \$3000, and over the next two months worked closely with VR in purchasing the items necessary to start his business.

When asked about the experience Chris stated, *“Because of my record I didn’t feel I had many choices. I knew I had a lot of experience with landscaping, and I had a lot of the equipment already so I felt that I could try it.”* Regarding VR, *“If I didn’t get the grant from VR I probably would have looked into something else.”* Six months later, *“My business has really picked up. I have a lot good customers, and I get good compliments on the work I do.”* As for owning his own business, *“I like being my own boss, setting my own hours. I don’t have to punch in at the same time every day. It feels good owning my own business.”*

Chris’ father, Joseph, added, *“Community Partners and VR have done a wonderful job working with Chris, helping him to stay on track, and identifying something he likes to do. He’s gotten a lot of good responses from his customers, and we (parents) are proud to see what a good job he’s done.”*

Submitted by Chris, Business Owner and Todd Wormstead, Case Manager

NHDHHS, Bureau of Developmental Services
105 Pleasant St., Concord, NH 03301
(800) 852-3345 Ext. 5034 (NH only) or (603) 271-5034
www.dhhs.state.nh.us/dhhs/bds

INTRODUCTION

When purchasing most products or services, we typically weigh a variety of factors before making a decision to hand over our hard-earned dollars. Even the most routine purchases, such as a newspaper or candy bar, are done with some thought about the quality and reputation of the product. When spending a lot of money for something which will have a major impact on our lives, a significant amount of research is often done before making the actual purchase decision. For many types of products and services, there are lots of places to get information in order to make a good purchasing decision. Yet, when it comes to the quality of employment services for people with disabilities, the consumers of these services have little to guide them. Frequently, they have to rely on professionals to provide them with information on the variety and quality of services available. Hopefully this information is comprehensive and objective, but these professionals often have a vested interest in the selection of a specific service option and a limited knowledge of a person's unique needs.

Even though it is often not the consumer's own money being used to purchase services, it is their own life. People with disabilities and their families need to look at the selection of employment and vocational service options as they would any other major purchasing decision, since these decisions can have an impact on the person's life for many years to come. The intent of this brief is to provide guidelines and a process for people with disabilities to evaluate service options, in order to receive services that best meet their individual needs.

Why You Should Critically Evaluate Service Options

Investigating and critically assessing services takes time and energy. Is it worth the bother? **The answer is definitely Yes!**

All Programs are Not Alike

While they are sometimes portrayed as being fairly similar, all employment programs for people with disabilities are not alike. Programs vary in size, types and variety of services offered, service and staff quality, people served, and most importantly, quality of results.

You Do Have a Choice

People with disabilities have much more say in the services they receive than they may realize. Sometimes funding agencies present services available with a "take it or leave it" attitude or from the point of view of an "expert" who knows what's best. There are other times that funding agencies are simply unaware of the variety of options available. People with disabilities need to advocate for service alternatives, which means knowing what alternatives are available.

Are There Alternatives?

While evaluating programs and service options may sound like a good idea, the reality all too often has been a limited number of possibilities for services. Programs may not have the capacity to take additional referrals; there may simply be a limited number of service providers, particularly in rural areas; or, while there might be some alternatives, there may still be a lack of quality services to properly meet an individual's needs. There is still a need to evaluate what's available, to see if it's necessary to advocate for making changes to existing services or to develop creative alternatives.

Empowerment Through Knowledge

Taking the time to learn about and critically assess service options allows you to be much more in the "driver's seat" when negotiating with funding agencies and service providers, rather than passively accepting what you're being told.



START BY FIGURING OUT WHAT YOU WANT AND NEED

Before gathering information on services, you need to figure out what's important to you. Think about what jobs you have had in the past and what services you received. What worked? What didn't work? What did you like? What didn't you like? Some areas to think about:

- Do you need help in finding out what kind of job and career you would like and what you are good at?
- What kinds of help do you need now? In the future? Will your support needs change over time? Are there times you need more help than others?
- How active can you personally be in the job search? Do you just need some help in finding a job, or someone to take the main role in the job search including setting up and going with you on interviews?
- What are your hopes for employment? Type of job? Number of hours? Pay? Benefits?
- What is most important to you? Pay and benefits? Fun people to work with? Safety and security? Location? Job satisfaction? Potential for promotions and growth?
- What type of services do you want and need on the job? Will you need help from agency staff at the job site (i.e., a job coach)? If so, do you need help only when you start the job, or will you sometimes need help even after you've been on the job for awhile?
- How often will you need help on the job? Every day? Weekly? Less frequently?
- Do you need help with transportation?
- Do you need help managing your benefits (e.g., Social Security, Medicare, Medicaid, subsidized housing)?
- Do you need help finding things to do when you're not working?
- How are services going to be paid for? Some of the funding options: your state developmental disability agency, mental health or public vocational rehabilitation agency; funding from social security through the PASS, IRWE, or Ticket to Work Program; general workforce investment resources available via One-Stop Centers; private funds of your own.

New Service Trends

In past years, there have been many changes in expectations and what opportunities people consider "best practices" in services for people with disabilities. These changes in the disability field have created the need for new methods to evaluate services. These changes include:

Movement Toward Community Based Services

In the past, when most programs (such as sheltered workshops) were facility based, it was fairly easy to tour the facility, meet program participants and staff, and make a judgment about the quality of services being offered. The current movement towards helping people get jobs in the community instead of spending their days in a "facility", is exciting and a much welcomed trend. However, as individuals work in regular jobs, it is harder to get information and see the services offered, since there is not a stationary "facility". What is needed are creative ways to evaluate community-based services.

Changes in Funding Methods:

In an effort to give people more control and choice over where the money spent on their behalf goes, the use of vouchers and other flexible financing mechanisms is increasing. The Ticket-to-Work Program from Social Security, and the Individual Training Accounts (ITA) from the One-Stop System are just two of the most obvious examples. This desirable shift to greater individual control brings with it a need to properly evaluate services.

Community Employment as a Desired Outcome

With the expansion of school-to-work initiatives, a growing number of people with disabilities are leaving school prepared and expecting to work in the community. These new graduates need to be able to decide which services are best for them, to ensure they have the opportunity for the type of job, career, and life they want.

GETTING THE INFORMATION

One of the challenges you will face is how to get the information you need, in order to make a good decision about which services are best for you. You can use the same strategies you would use when making any other major "purchase" or looking for professional services. For example, when looking for a doctor, people will usually ask their friends for ideas and recommendations. You can similarly talk to "customers" who have had experience using employment services. Here are some ideas on how to get information:

- Talk to friends.
- Talk to other people who have used similar services.
- Talk to other families.
- Talk to teachers.
- Ask state and county funding agencies, such as the Departments of Intellectual Disabilities, Developmental Disabilities, Mental Health, Vocational Rehabilitation, or Office for Refugees and Immigrants for a list of provider agencies in your local area.
- Contact America's Service Locator from the U.S. Department of Labor (www.servicelocator.org; (877) US2-JOBS), or your state department of employment and training for the location of your local One-Stop Center, and information on the availability of other workforce investment resources.
- Find out if state agencies have information and statistics on how successful individual agencies have been in helping people find and keep jobs.
- Interview the directors and staff of provider agencies. Ask for consumer and family references.
- Read agency's annual reports and other written material from the provider.
- Contact your local chapter of the Association for Persons in Supported Employment (APSE).
- Contact local self-advocacy and family advocacy groups (for example, Citizen Advisory Board, Families Organizing for Change).
- Talk to your case manager at the funding agency.
- Talk to staff in local Mutual Assistance Associations and community-based minority organizations.

In gathering information, it's important to keep the following in mind:

Get a variety of viewpoints.

For example, a funding agency may consider an agency to be a good provider because they do their paperwork well. However, this may not mean the agency provides the quality employment services you are looking for, and may not be the best advocate for the people they serve.

Remember what is important to others may not be important to you, and vice versa.

For example, you may not want or need a lot of help from agency staff on the job, while other people may feel that regularly having a staff person present on the job is critical to their success. Some families simply value having some place safe for their family member to go every day, such as a sheltered workshop, while others want a good job in the community. Also, some individuals may want to work with others who are bilingual and bicultural.

All too often, the expectations for people with disabilities or the services available have not been very high.

Services which are regarded as good by many people, may not be good enough for you.

Remember that numbers don't tell the whole story.

Look at both objective job placement data (number of jobs, hours, benefits) as well as the quality of jobs, and the quality of relationships that staff have with program participants and families.

WHAT TO ASK

In gaining a comprehensive “picture” of an organization and judging whether it’s the right one for you, the following questions may be helpful.

AGENCY STRUCTURE

- Is the program based in the community (an office) or is it run out of a facility (like a sheltered workshop)? If it is based in a facility, does a new program participant have to spend time in the facility before or during the job search?
- Does the agency offer a variety of services, or is the agency strictly focused on community employment for people with disabilities?
- What are the agency’s guidelines for service eligibility? When it is unclear whether a person will easily succeed in employment, are they willing to give people a chance?
- Who does the agency serve? People with what kind of disability? What ages? What gender, races, and cultural backgrounds?
- Where does the agency receive funding from? If the agency is mainly government funded (as most are), what specific state agencies provide funding? Is there more than one funding source? How stable is that funding?
- How many people does the agency serve? (*Note: Studies have shown that agencies which serve more than 100 individuals are generally not as successful in meeting the individual community employment needs of people with disabilities—Institute for Community Inclusion, April 1994*)

PLACEMENT

- How many people did the agency assist in finding jobs in the last year?
- What types of jobs has the agency helped people find?
- How long do individuals stay in the jobs they find with help of the agency?
- What do people earn? How many hours are they

working? Do they get benefits (health insurance, vacation)?

- Does the agency offer individual placements? Are group placements (enclaves) used?
- What happens when a person does not succeed on a job? Is the agency willing to help a second or third time to get a job?
- Can the agency help me get a job in my community?

STAFF

- What kind of staff turnover does the agency have? How long has the director been there?
- How many staff are available to help people (i.e., direct service staff)?
- What kind of qualifications and credentials do staff have?
- Are there bilingual and bicultural staff?

SERVICES

- Ask agency staff to describe the typical process for providing services for an individual. How does the agency tailor services to individual needs? What opportunities are provided for the person to exercise real control and choice over the services provided?
- What kind of planning process is used to design services, job search and support? How are family, friends, residential providers and other significant individuals involved in this process?
- How does the agency help people figure out what kind of job they want (i.e., how do they do vocational assessment and evaluation)? Does the agency use community settings?
- What role does the agency take with employers

and people with disabilities in job search efforts, placement, job accommodation and ongoing support? Do they view their role as one of providing assistance and support, or is it more of a “take charge” authoritative approach?

- Does the agency offer services and materials in different languages?
- How does the agency assist individuals in managing the impact of income on public benefits (e.g., Social Security, Medicare, Medicaid, subsidized housing)? What is the level of agency expertise and resources in benefits management?
- How does the agency emphasize the use of existing "natural" supports from employers and the community, rather than staff and the agency providing all necessary assistance and support?
- How does the agency assist and support individuals during periods of unemployment or underemployment?
- Does the staff talk about the individuals served in respectful and adult-appropriate ways?
- Does the agency create a welcoming

environment? Are people greeted when they have an appointment? Does the agency have a welcome letter or packet for new consumers?

- Can the agency provide recommendations from people who have previously received services from them?
- How does the agency fund and provide for the long-term support needs for the people they serve?
- Does the agency appear to be organized and professional?
- What is the reputation of the agency in the community?
- Does the agency have common bathroom and dining facilities for staff and consumers?
- Do you feel comfortable with the way you are treated? Are your questions answered in a way that respects and acknowledges your concerns and provides real answers?
- How will services respect an individual's unique cultural traditions and beliefs?

Consumer and Family Perspectives

Qualitative research has pointed out the need for consumers and family members to critically evaluate service options. Among the implications of this research:

Professionals working with individuals with disabilities need to understand the importance of meaningful work in the lives of people with disabilities

- Work plays an integral role in developing self-esteem as well as a sense of being part of society
- Work needs to be consistent with the individual's goals and interests, not just compatible with available job openings

A need for a variety of individualized supports and opportunities on the job

- Use of natural supports of co-workers and supervisors on job site
- Flexible job coach support that responds to individual and family needs

Greater consumer and family involvement in the vocational rehabilitation system

- Education of consumers as to their rights and responsibilities in the VR system
- Empowerment of consumers to take control over their decisions
- As appropriate, active family involvement of family in rehabilitation system through support and information sharing

From Consumer and Family Perspectives on the Meaning of Work, By Ruth Freedman and Sheila Fesko, Institute for Community Inclusion at UMass Boston

WHAT IS A QUALITY PROGRAM?

If you want a job in the community, here are some guidelines for deciding whether a program is the right one for you. No program is going to meet all these perfectly, but programs should recognize these as important things they should work toward.

ELIGIBILITY

Everyone has the right to a job in the community, without regard to label or severity of disability.

INDIVIDUAL CHOICE

The individual receiving services helps decide what services are provided, how they are provided, and which staff provide them.

SERVICE SETTING

Services are provided in integrated community settings (e.g., businesses in the community), with the chance to spend time, communicate and develop friendships with people without disabilities. Services respect and try to accommodate diverse cultural and linguistic preferences.

ASSESSMENT

Assessment (evaluation) is not done to figure out “what’s wrong” and how to “fix it,” or to see if the person is “ready” to work. The agency helps the person figure out their dreams, hopes, interests and capabilities. Jobs and support services are developed in response to what the person wants and needs. Community settings (i.e., real employers) are used for all assessments.

SERVICE AND PLACEMENT DESIGN

Rather than “fitting” people into existing programs, people are helped to find their own jobs (not group situations), and are paid directly by the employer at the competitive wage for the job. For example, a program may give options such as, “You can go in our janitorial training or food service training program” or “You can go to our enclave at the supermarket or the packaging

company.” What they should be saying is, “Let’s find out what kind of job you would really be happy doing, and we’ll help you find it.”

USE OF COMMUNITY RESOURCES

The program makes every effort to help people use services and resources used by all community members (people with and without disabilities). “Special” services for people with disabilities (such as special transportation) are used only when there are no other possibilities. For example, a person who wants to learn office skills or English as a second language would be provided help to take a course at the local community college, rather than receiving the training from a disability agency.

BEHAVIOR CHALLENGES

A good provider realizes that people have a right to work in the community, even if they act differently or have behavior problems. Instead of controlling or modifying behavior before a person is given a chance at a job, emphasis is placed on matching the person in a situation which meets their needs and/or lessens the impact of the behavior. People are placed in jobs where their behavior is acceptable (e.g., an individual who speaks in a loud tone of voice is placed in an active, noisy work environment), in places which will not cause behavior problems (e.g., an individual with a compulsive eating disorder is placed in a job with no access to food), or simply in environments where they are given more control, thus reducing problem behavior over time.

TRAINING AND STAFF ROLE

Training is done to the fullest extent possible by the employer. Agency staff see their role as providing

consultation to supervisors, co-workers and other community members, to help the person with a disability succeed on the job. Staff do not replace typical employer training and support, but only add to it if necessary.

TRAINING ON THE JOB

Training and support are customized to the specific needs of the individual, the employer, and the social aspects of the job. Training and accommodations are always done in ways that are respectful of the individual, and encourage integration into the job environment. For example, co-workers interact and give feedback directly to the employee, and not through the job coach; the job coach does not speak for the employee.

SKILL AND SOCIAL MATCH

In developing jobs, the agency not only looks for a job which is a good match to the skills, culture, and interests of the individual, but also finds jobs which a person is comfortable in socially. For example, a person who is naturally quiet and likes to keep to themselves, would not be placed in a job which requires lots of personal interactions and where everyone else is outgoing.

SOCIAL INCLUSION

Jobs are developed and services provided so that people not only get a job, but also get the chance to make friends and participate in social activities connected with the job. People are encouraged and provided assistance to participate in such activities as: going to lunch with co-workers, coffee club, birthday celebrations, social gatherings and parties outside of work, and company sports teams.

CAREER DEVELOPMENT

Services are provided in a way that supports ongoing career development. Individuals have the opportunity to improve their skills, change positions and jobs, and change careers. Career development includes the opportunity for increased hours, benefits, and employment on a full-time basis with financial independence.

HOLISTIC APPROACH

Having a good job is seen as one part of your life that relates to other things, including social relationships, recreation, and where you live. Services are provided so that a person is able to experience all aspects of community life.

The purpose of employment services for people with disabilities are not simply to help a person with a disability get a job.

Employment is about people:

- ▶ Reaching their full potential
- ▶ Becoming participating community members
- ▶ Having a valued role, with the same rights and responsibilities as everyone else
- ▶ Experiencing and enjoying all that life has to offer
- ▶ Defining themselves and their place in the world

A job is simply one of the ways for these things to happen.

THE DISABILITY SERVICE SYSTEM: HOW IS IT ORGANIZED?

The disability service system can seem confusing with numerous funding sources and public and private agencies. The following information can help people with disabilities better understand how the service system is organized and operates.

PUBLIC AGENCIES

There are a variety of public agencies involved in employment for people with disabilities. While the structure varies significantly from state to state, in general these public agencies operate in two ways:

1. Providing services directly to individuals who qualify for their services.
2. Funding community organizations (typically private, non-profit agencies) and private contractors to provide services to individuals.

Some public agencies both provide employment services themselves and fund employment services to sub-contractors who provide more intensive services, while others are strictly funding sources.

Some public agencies may have limited funding or waiting lists for services, while others may not. Also, not all people with disabilities are eligible for funding or services from all agencies, but individuals may be eligible for services from more than one agency. It is therefore important for people with disabilities to check all the options that they may be eligible for.

PUBLIC AGENCIES INCLUDE:

INTELLECTUAL/ DEVELOPMENTAL DISABILITY (IDD)

Each state has an agency or department that is responsible for services for people with developmental disabilities and intellectual disabilities. The name varies from state to state – Division or Office of Developmental Disabilities, and Department or Office of Intellectual Disabilities are typical names. The scope of services provided and individuals served varies from state to state. IDD agencies typically provide long-term funding for individuals. A listing of state IDD agencies is located at www.nasdds.org/memberagencies/index.shtml

MENTAL HEALTH AGENCIES

Every state has a public mental health department or agency that meets the needs of individuals with psychiatric disabilities. Services are both short-term and long-term in nature. A listing of state mental health agencies is available at www.nasmhpd.org/members.cfm

ONE-STOP CAREER CENTERS/AMERICA'S WORKFORCE NETWORK

Every local major population area has a One-Stop Center through which all individuals (including people with disabilities) can access a variety of publicly funded employment and training services. One-Stops are a major component of America's Workforce Network, coordinated by the U.S. Dept. of Labor. Locations of local One-Stop Centers, and information on other services of America's Workforce Network can be obtained by contacting

How do public agencies operate?

The specifics of how public agencies operate varies significantly from state to state.

Different agencies in the same state may also operate differently. In some cases, agencies have a central office, with a network of local offices throughout the state. In some cases agencies are a separate department in the state government, while others may be a department or office in a larger state agency (such as in a department of human services or labor). Services may also be administered at a county level, possibly through a county mental health or public health department. Case management and service coordination is also handled in a variety of ways. This may be done by a public agency, or it may be handled by a private agency under contract with the state or county. Also, in some states, a number of different agencies may collaborate to fund services for one person; in other states, a person may typically receive funding from only one agency. Consumers and families may find it useful to become familiar not only with the agencies in their local area, but the structures they use to fund or provide services.

America's Service Locator at www.servicelocator.org or by phone at 877-872-5627.

(For additional info on One-Stop Centers, see the ICI publication "One-Stop Career Centers: A Guide for Job Seekers with Disabilities")

SOCIAL SECURITY ADMINISTRATION

The Social Security Administration funds employment services through the following programs.

Ticket-to-Work Program: Under this program, individuals receiving Social Security disability benefits (Supplemental Security Income or Social Security Disability Insurance) receive a "Ticket to Work." Individuals can use this "Ticket" to obtain services from any qualified provider of employment services. Learn more about the "Ticket" program at www.yourtickettowork.com.

IRWE (Impairment-Related Work Expense): Individuals can exclude disability-related work expenses (such as job coaching, transportation, and accommodation costs) from the gross earned income counted in figuring cash benefits.

PASS (Plans for Achieving Self-Support) Program: Individuals can pay for employment and training services by putting aside income that would normally result in a reduction of their cash benefits.

(Find additional information at www.ssa.gov/work)

SCHOOL SYSTEM

Individuals with disabilities who receive special education services and have an Individual Education Plan (IEP) are entitled to provision and/or funding of employment services by their school system until they turn 22 (in some states this may be higher) or until they graduate, whichever comes first.

VOCATIONAL REHABILITATION

Each state has a public Vocational Rehabilitation (VR) system. To be eligible for VR services, a person must:

- have a physical or mental impairment that is a substantial impediment to employment;
- be able to benefit from VR services in terms of employment; and
- require VR services to prepare for, enter, engage in, or retain employment.

Priority is given to people with the most significant disabilities. VR services are typically oriented towards a specific employment goal and therefore are usually time-limited in nature. An individual's case is typically closed, and funding of services is discontinued, once an individual is stable on a job for 90 days. If an individual is going to need funding for job support beyond 90 days (such as job coaching services), then another source of funding must be found for these services.

AGENCY FOR BLIND AND VISUALLY IMPAIRED

Each state has an agency that serves individuals who are Blind or Visually Impaired. These agencies are part of the VR system, but are considered to be separate from basic VR services. They may be housed within state VR agencies or function as a separate, co-equal department.

Links to each state's Public VR Agency, and Agency for the Blind and Visually Impaired can be found at

<http://askjan.org/cgi-win/typequery.exe?902>

(For additional info on VR, see the ICI publication "Getting the Most From the Public Vocational Rehabilitation System")

Private Agencies

A variety of private agencies provide employment-related services to individuals with disabilities. The major funding source for these agencies is typically one or more of the public agencies listed above. (Other sources are federal grants, private foundations, charitable contributions, and user fees.) These organizations vary considerably in size, type of services, quality of services, and population served. For example, some agencies focus exclusively on employment, while others offer a wide variety of services, such as non-employment daytime activities, housing and family support. Some agencies focus on one population group (such as individuals with developmental disabilities), while others serve people with a variety of disabilities. These community based organizations go by many different names, but some of the more typical ones are:

- Community Rehabilitation Providers (CRPs)
- Supported Employment Programs
- Employment Service Providers
- Psychosocial Rehabilitation Services (for individuals with mental health issues)
- Club Houses (a program for people with mental health issues)

NATIONAL RESOURCES

ASSOCIATION FOR PERSONS IN SUPPORTED EMPLOYMENT

451 Hungerford Drive, Suite 700
Rockville, MD 20850
Voice: (301) 279-0060 ; Fax: (301) 251-3762
jenny@apse.org
www.apse.org

National supported employment organization.
Has state and local chapters.

JOB ACCOMMODATION NETWORK (JAN)

West Virginia University
P.O. Box 6080
Morgantown, West Virginia 26506-6080
Voice: (800) 526-7234; TTY: (877) 781-9403
Fax: (304) 293-5407
jan@askjan.org
www.jan.wvu.edu

Info on employment issues and accommodation

NATIONAL DISSEMINATION CENTER FOR CHILDREN WITH DISABILITIES

1825 Connecticut Ave., NW, Suite 700
Washington, DC 20009
Voice/TTY: (202) 884-8200; (800) 695-0285
Fax: (202) 884-8441
nichcy@aed.org
www.nichcy.org

Main focus of NICHCY is on children and youth, however maintains state and local listings of disability-related organizations, parent groups, and professional associations, applicable to all age groups.

PACER CENTER

8161 Normandale Boulevard
Bloomington, MN 55437-1044
Voice: (800) 537-2237 or (952) 838-9000
Fax: (952) 838-0199
TTY: (952) 838-0190
pacer@pacer.org
www.pacer.org

Resource center for individuals with disabilities and their families

OFFICE ON DISABILITY EMPLOYMENT POLICY

U.S. Department of Labor
200 Constitution Avenue, NW
Washington, DC 20210
Voice: (866) 487-2365; TTY: (877) 889-5627
www.dol.gov/odep/

Information on employment issues

PRESIDENTIAL TASK FORCE ON EMPLOYMENT OF ADULTS WITH DISABILITIES

U.S. Department of Labor
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Advocates and coordinates a variety of national efforts to increase employment of adults with disabilities

SELF ADVOCATES BECOMING EMPOWERED

P.O. Box 30142
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National self-advocacy organization

SOCIAL SECURITY ADMINISTRATION (SSA)

Office of Public Inquiries
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Baltimore, MD 21235
Voice: (800) 772-1213; TTY: (800) 325-0778

SSA has a national network of regional and local offices

- Emp. Support Programs: www.ssa.gov/work
- Disability Programs: www.ssa.gov/disability

TASH

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Voice: (202) 540-9020; Fax: (202) 540-9019
info@tash.org
www.tash.org

National disability advocacy organization. Has state and local chapters.

Glossary of Disability & Employment Terms

Clubhouse Program

A psycho-social rehabilitation program for individuals who have psychiatric disabilities, with an emphasis on participant control, working in conjunction with paid staff. Clubhouses often provide assistance with employment.

Community Rehabilitation Provider (CRP)

A community-based agency, typically private and non-profit, that provides employment services to adults with disabilities. The majority of funding for most CRPs comes from government agencies and funding sources.

Employment Specialist: A staff member from a human service agency who helps people with disabilities obtain employment. This term is sometimes used interchangeably with the term "job coach".

Enclaves

A group of individuals with disabilities who work in a community business with ongoing support and possibly supervision provided by rehabilitation agency staff.

Job Coach

A staff member from a human service agency who assists an employee with a disability with their integration into the work place.

Natural Supports

Natural, supportive relationships that are fostered and developed among individuals with disabilities and non-disabled co-workers and others. An emphasis in recent years in the disability field has been on using these relationships to support an individual with a disability, rather than relying on paid staff for assistance and support.

Person-Centered Planning

A planning process that focuses on the individual and his/her interests, strengths, and needs. Emphasis is placed on the planning process being controlled by the individual with a disability, with involvement by individuals of their choice from their personal network. There are numerous models of this type of planning available.

Provider Agency or Vendor

A private agency that offers residential, vocational, and/or support services that are purchased by state human service agencies.

Situational Assessment

Identifies an individual's vocational interests and skills through the performance of job tasks in a variety of actual work environments in the community.

Supported Employment

The provision of ongoing support from an external source (e.g., a community rehabilitation provider or state agency) to an individual in a paid, community-based employment setting, where the majority of the workers do not have disabilities. Supported employment typically uses a job coach (also known as an employment specialist or consultant) to provide assistance on the job.

Transition

In the special education and rehabilitation fields, the process of a student's movement from school-based, school-sponsored activities and services to community-based and/or adult services.



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Region 1

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