Embedding Best Practices in Employment Services

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

Activity: What are some of your personal or services best practice?

Example: What do you do that stands out as exceptional?
The Challenge

* As beginners…. Your practice is what it is
* Annette’s story of 10 jobs
* Best practice grows from wisdom

* A need for consistency
* A need for a benchmark
* And to accelerated towards excellence
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)
- CASE board met and discussed the principles from a National perspective (Jan 2013)
- 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
Employment Best Practices – Defined by CASE

Real work for real pay

* Paid work, not volunteer or work experience
* Integrated settings
* Industry-standard wages, benefits and conditions
* Every can work
Community Living BC and Employment

* Who is CLBC

* Employment as a strategic priority

* CLBC Definition of employment: **paid work** that takes place in an **integrated community setting**, alongside people without disabilities; and where wages, benefits and working conditions comply with **industry standards** and relevant laws (e.g. Employment Standards). Employment does not include work experience or volunteering. It may include **self-employment**. It is sometimes referred to as “**real work for real pay**”. 
Community Action Employment Plan (CAEP)

- What it is – a plan based on collaboration

- How it came to be
  - History
  - Appreciative inquiry
  - Summit
Connections between CAEP and employment best practices

- How building service excellence fits
- CLBC’s interest in the development of the principles, commitment to having them identified
- Embedding best practice
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.
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: 87%

People with disabilities work half as many weeks per year

56% of people with disabilities (PWD) yearly income is less than $10,000. Women are the hardest hit, with more than 50% receiving less than $5,000 per year.

All persons with disabilities can work, if they have the appropriate support.
Envelope Game

* Form groups
* Read question on the manila envelope
* Answer the question differently as many times as you can in the allotted time
* When time is up, place answers into envelope and pass to next table
* Answer next question
* When you receive your original envelop back, empty contents, arrange answers, present findings to class
Focus on Fundamentals

- Zero exclusion
- Everyone can be employed with the right job match and the right support
- Employers get the right employee and the job seeker gets the right job
- Includes self employment
Everyone can work

- **Meet Anthony**
  Anthony is an entrepreneur from Alberta. This video introduces you to Anthony and his service.

- [http://www.youtube.com/watch?v=Yv5nzgrYBIQ](http://www.youtube.com/watch?v=Yv5nzgrYBIQ)
### Best Practice Principles – why CLBC Adopted

<table>
<thead>
<tr>
<th>Principle</th>
<th>Description</th>
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<tbody>
<tr>
<td>Choice and Control/Individualized</td>
<td>personalized approach</td>
</tr>
<tr>
<td>Paid Employment/Inclusion</td>
<td>consistent with definition of employment</td>
</tr>
<tr>
<td>Partnership</td>
<td>commitment to supported decision making/collaboration</td>
</tr>
<tr>
<td>Job Search/Long-term support</td>
<td>employment results from supported, customized or self employment</td>
</tr>
<tr>
<td>Natural Supports/Inclusion</td>
<td>participation and belonging in community</td>
</tr>
<tr>
<td>Continuous quality improvement</td>
<td>commitment to learning and improving services and results</td>
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Implications for CLBC and for our service providers

* Procurement
  * RFQ
  * PLs and RFPs
* Contracting and monitoring
* Quality improvement
Working with service providers

* Common understanding
  - A starting point for conversations

* Starting with SP where they are at
  - Some employment services align to best practices – some do not
  - Our expectation is that over time CLBC funded service will align
1. **Choice and Control**: Employment support is guided by the job seeker to achieve their career aspirations.
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.
Matching skills to employer needs

* Inclusive Employment: Kettle River Canoes
  A unique place to be employed, this is a great example of an employer/employee relationship at Kettle River Canoes.
  http://www.youtube.com/watch?v=DSvhMFJgYS0&feature=c4-overview&list=UU-FzzqhhQNNV8-KnPUE2XHQ
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.
4. Full inclusion - Socially and economically.
5. Job Search – Timely and appropriate support is provided to achieve successful employment.
6. Individualized- Negotiate to meet the unique/specific needs of the employer and skills of the job seeker, one person at a time.
Open Your Eyes

Three unique individualized employment stories
7. Natural Supports- Employment supports are as unobtrusive as possible and (may) fade over time by building on community support and social capital
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.
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.
Room is divided into teams

Each team is given a scenario that they discuss based on the 9 guiding principles and how to embed them into your service.

One person is designated to report back to the room about their scenario.
Guiding Principle 1
Choice and Control

* Employment support is guided by the job seeker in order to achieve their career aspirations

* Scenario: You are an accreditor or quality service assessor and you are looking for indications that this service provider is adhering to this principle. What do you see as a demonstration of the job seeker’s choice and control in the employment service? What are some signs that there may be a lack of choice and control?
The job seeker receives the same rate of pay and benefits as other employees doing the same job. Individuals receive their paycheques directly from the employer.

Scenario: Does work experience or self-employment adhere with this principle? What if the job seeker is part of a work crew that the agency has arranged how could wages be paid to comply with this principle?
Guiding Principle 3
Partnership

* Job seekers, employers, and 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.

* Scenario: You found the best fit for employment but the work location is outside public transit. What are some options for partnership? Tell a story of a unique partnership that you have implemented (for any situation, not just transportation).
When job seekers become employees, the goal is to find inclusion both socially and economically.

Scenario: List some indications that the job seeker has full inclusion in their community and at work. What does that look like? What is your role as a service provider to encourage this principle? Tell a story of inclusion success.
Timely and appropriate support is provided to achieve successful employment.

Scenario: For the purpose of this scenario your job seeker is 40 years old, she has an intellectual disability, has not been gainfully employed for 5 years and is on the cusp of losing her apartment. Have a discussion around your table to determine the first 5 steps you would take to support her to get a job in one month.
Guiding Principle 6
Individualized

* Negotiate to meet the unique-specific needs of the employer and skills of the job seeker, one person at a time.

* **Scenario:** Have a discussion around your table and assess the average amount of time you spend with your job seekers compared to the amount of time you spend with employers. What are some ways/methods you use to determine the **strengths of the job seekers** and **the needs of the business** to know if there is a potential match for employment?
Employment supports are as unobtrusive as possible and (may) fade over time by building on community support and social capital.

Scenario: Have a discussion around your table and assess the average amount of time you spend job coaching. What methods do you implement to “fade” or enlist natural supports? What are some of the most unique natural supports you have seen?
Guiding Principle 8
Long-term Supports

* All stakeholders require long-term support to ensure employment stability is maintained and career enhancement is achieved.

* **Scenario:** Have a discussion around your table how you provide long term support to the job seeker and employers. What methods do you implement to ensure you are giving the appropriate amount of support? Do you implement a plan for on-going continued connection or does the support have an end date? What does that look like?
Guiding Principle 9
Continuous Quality Improvement

* Stakeholders are involved in the evaluation of services for the job seeker, and the service provider implements improvements.

* Scenario: Do you conduct stakeholders “satisfaction surveys”? If so, do you see the remarks? How is action taken on the results of the survey? Can you give an example of a change that resulted from a survey or comment either personally or as an agency?
Building Competency

- BC resources / strategies
- LEAD Team
- CLBC support for training
- Role of CLBC Employment Leads
Using employmentforall.ca

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

* Greater knowledge to lead to better practice
Reflection Activity: Signal Light

* What can you do to make a difference in the lives of people you support?
* Handout: Signal Light

* RED-List the things you should stop doing
* YELLOW- the things you should do less of
* GREEN- the things you should do more of
Reflections or Questions

“If we are to achieve a richer culture, rich in contrasting values, we must recognize the whole gamut of human potentialities, and so weave a less arbitrary social fabric, one in which each diverse gift will find a fitting place.”

Margaret Mead