

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8:00-10:00am Job Development w/ 3-4 businesses	8:00-9:00am Individual Supervision	8:00-9:00am Treatment Team Meeting	8:00-10:00am Job Dev w/ 3-4 businesses	8:00-9:30am Client B Act 15
10:00-10:30am Visit Client C at job site. Check in w/ ct & supervisor	9:00-10:00am SE Unit Meeting	9:00-9:30am Travel into community location and set up	10:00-10:15am Break	9:30-10:30am Go with tx team member to home of Client D for outreach
10:30-10:45am Break	10:00-10:15am Break	9:30-10:20am Client A Meeting 2	10:15-11:00am 3 <sup>rd</sup> visit w/ employer	10:30-10:45am Break
10:45-11:00am Travel	10:15-10:30am Meet w/ clinician & Client D to address barriers to participation in IPS.	10:20-10:30am Break	11:00-11:15am Travel	10:45-11:30am Visit Client C at job site
11:00am-Noon Provide job coaching to Client C who is learning to use a computer to complete worksite trainings.	10:30-10:45 Travel	10:30-11:20am Client A Meeting 1	11:15am-Noon Service Notes	11:30am-Noon Service Notes
Noon- 1pm Lunch	10:45- 11:30am Client B Act 10	11:20- 11:30am Service Notes	Noon- 1pm Lunch	Noon- 1pm Lunch
1:15-1:30pm Travel	11:30am-Noon Service Notes	11:30am-Noon Client B Activity 9	1:00-1:50pm Client A Mtg 4	1:00-1:30pm Travel
1:30-2:20pm Client A Meeting 3	Noon- 1pm Lunch	Noon- 1pm Lunch	1:50-2:00pm Service Note	1:30-2:30pm VR Counselor Mtg
2:20-2:30pm Service Notes	1:00-1:50pm Client A Meeting 4	1pm-2:15pm Bring Client B & Job Dev w/ 2-3 businesses	2:00-2:50pm Client B Activities 13 & 14	2:30-2:45pm Travel
2:30-2:45pm Break	1:50-2:00pm Service Note	2:15-2:30pm Travel	2:50-3:00pm Service Note	2:45-3:45pm Client C Job Coaching
2:45- 4:30pm Client B Act 11	2:00-2:50pm Client B Activity 8	2:30- 3:00pm Client B Activity 13	3:00-3:15pm Break	3:45-4:00pm Break
4:30-5:00pm Notes & travel	2:50-3:00pm Service Note	3:00-3:15pm Break	3:15-4:00pm Client B Act 18	4:00-5:00pm Travel & notes
	3:00-3:15pm Break	3:15-4:00pm Client B Activity 12	4:00-5:00pm Notes & travel	(Could also use this time to make follow up calls to clients, employers, etc.)
	3:15-4:00pm Client B Act 13 & 14	4:00-5:00pm Notes & travel	(Could also use this time to make follow up calls to clients, employers, etc.)	
	4:00-5:00pm Notes & travel			

**Day 1: 6.83 hrs Day 2: 3.91 hrs Day 3: 5.08 hrs Day 4: 5.66 hrs Day 5: 5.25=**  
**26.73 hrs/ 40 hrs= 66.8% Community Time and 9-12 employer contacts**

Person A: Brand New Client  
ES Job: Vocational Profile, getting to know the client, establish rapport, develop job search plan, discuss disclosure, schedule benefits planner, develop resume & master application, refer to VR, visit a matching employer within first month.

Person B: Actively Seeking Work  
ES Job: Continue meeting regularly with person for resume tailoring, cover letter development, interview practice, etc. while doing regular job development with matching employers. Also, begin planning for job follow along supports (address barriers to work that the person previously experienced.)

Person C: Actively Working  
ES Job: Keep in regular contact with client and employer (with ROI), follow the FA plan and keep an eye out for potential repeats of previous problems with jobs (or new ones), active listening with the person re: the job, encourage the person to seek feedback from their employer, review "ways to shine as a new employee", reinforce treatment modalities developed by clinician, check in with treatment team about progress.

Person D: Not Engaging  
ES Job: Find out reasons for lack of engagement and identify ways to address the barriers to participation.

# Where's the Work?

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So, you have a person you are meeting with each week. It can sometimes be challenging to figure out where to go with the work. But, there is plenty to do! Let's look at what the process might look like with Person A, B, C, or D.

Person A: Brand New Client

ES Job: Get to know the client and begin work search

Meeting 1: Develop rapport, get to know the client, give a brief orientation to the IPS program and what will be involved (time commitment, activities involved, etc.), if client expresses worry over losing benefits if they participate in IPS services give brief tutorial on how benefits might be affected, give client opportunity to ask questions (give examples of questions others have had if client seems hesitant to ask questions). Ask if the client would still like to move ahead with IPS services after answering questions, addressing fears, etc. Schedule next meeting.

Meeting 2: Start the Vocational/Career Profile process (we would consider this the start date of your services for the rapid job search item.) Take your time and help the person explore dreams they might have had for work in earlier parts of life. If the person gives a quick answer as to a job goal dig deeper to find out where the interest in that goal might have come from (i.e.; is it truly their goal or are they settling for that type of work because they think that it will be easy to find and they've given up on their true interests?). What type of hobbies does the person have? Sometimes people don't understand what a hobby is or realize that they have one. What are they doing in their spare time? Lots of people are doing things on the side that they enjoy and could be paid to do but don't think of it as real work and don't mention this during the career profile process! Remember that your assignment is to help people to believe in themselves again and think of themselves in terms of abilities and what they have to offer an employer. Give people permission and encouragement to dream again and imagine possibilities!

Meeting 3: Work to complete the Vocational/Career Profile. Help people remember work history; jog their memory for dates by asking what season it might have been, how old they remember being, how old might their children have been, or using other methods to help them remember details of work they might have completed long ago. Try to get at least general dates for the work history section and for resume development. Ensure that you have a thorough understanding of what the person's likes and dislikes were of each job they can recall having worked. This will give you important information for the job search plan and follow along plan. (After this appointment you might consider making a first contact with an employer to investigate availability of job types the person has expressed interest in.)

Meeting 4: Finish Vocational/Career Profile if not already completed. Begin working on the Job Search Plan. Use the information that you gathered from the profile process to identify what specific job types the person prefers, what they would not prefer, disclosure preferences, benefits planning needs, and issues that need to be addressed to help the person to be more successful at their next job (i.e.; did they tell you they just walk off of jobs after arguing with the boss, did anxiety affect the person's ability to maintain work, did family conflict at home affect their performance at work, etc.) Identify the main barriers to work in the job search plan along with defining services that the person will receive to address each barrier.

Meeting 5: Work on development of a resume or review the quality of the resume the person already has. Consider asking the person if they would like to visit a potential employer with you. Is the person willing to go? Are they willing to go but don't want to leave the car once you arrive? Maybe at each appointment you could get the person to go a little further each time (i.e.; getting out of the car and walking to the door at one appointment, next appointment going into the business and looking around, next appointment going in together and speaking with a business representative to ask

for an application, etc.) Partner with the treatment team on how best to help someone with severe distress around contacting potential employers. And, if the person is perfectly fine with speaking with an employer, do they need some coaching on what to say or what not to say? Ensure that these needs are included in the job search plan.

Possible topics for additional meetings:

1. Explain to the person at the beginning of services (if they are comfortable with visiting potential employers) that they should show up to your appointments ready to meet with a potential employer in case you have a hot job lead.
2. Complete a master application together
3. Review how the person completes applications on their own to determine if additional support is needed.
4. Discuss enrolling in Vocational Rehabilitation (VR) services and the potential benefits of this. Some people are hesitant, but there are so many benefits to this that they may not be aware of. Make sure that they are making an informed choice before turning this down. Ensure that they understand that VR has a partnership with your program and that they may have a different experience with VR than they've had in the past. VR may be able to help with things like; interview clothing, bus passes or mileage reimbursement for job search activities, haircuts, reimbursing an employer your wages while you train on the job, paying for training or certifications related to jobs you are interested in, paying for things that insurance doesn't cover if needed for work (i.e.; hearing aids, eyeglasses, dental work in some cases, etc.) The list goes on and on and is based on barriers that might present themselves as a person is seeking work. *Those barriers may not be evident in the beginning and it can be very helpful to get the person enrolled early on in the process and then partner with the VR Counselor as barriers arise.*
5. Assist the person in completing the service questionnaire for Vocational Rehabilitation services (refrain from sending this home with a client unless they absolutely insist on filling it out on their own.) People can become easily overwhelmed with having to enroll in another service altogether after just having enrolled with you. They may take the packet home intending to fill it out but never quite getting to it as it a daunting task. The best practice with this is to do as much as possible to make it a seamless enrollment. In addition, you already have a lot of the information needed to fill out the service questionnaire after completing the career profile. (Some programs have combined the Vocational Profile with VR's Service Questionnaire in a way that reduces the amount of duplication of information needed from the client and still contains all of the required information from each form.)
6. Assist the person in completing a referral for benefits planning services for the Work Incentives Network (WIN) or Disability Rights Oregon's (DRO) Plan for Work program. If there is a long wait for services, consider providing some basic level of benefits planning for the person yourself (if you have attended a training workshop and feel comfortable doing this) and call the WIN Help Desk (1-800-661-2571) for areas you are unsure about or for very complicated cases. WIN can also assist with information around benefits that are not just SSI/SSDI.
7. In addition to assisting the person with obtaining benefits planning assistance via WIN or DRO, help the person visit agencies where they have benefits and find out how their benefits may be affected by work earnings, such as; the Social Security Administration (if unable to access WIN or DRO), Housing Authorities, Self Sufficiency Offices, Employment Department, etc.
8. If the person is unsure about what types of work they would be interested in you could; assist them with a short occupational interest survey (i.e.; <http://www.losrios.edu/lrc/ois/index.php>), assist them with accessing the Oregon Career Information System (CIS) at a local community college, or ask your Vocational Rehabilitation Counselor for printed occupational interest surveys that you could use to work with clients. You could also arrange tours of businesses where clients think they might be interested in working so the person can see what the job might look like in real life. This is also a great way to connect an employer with a client without the person feeling the pressure of asking for a job.

**REMEMBER:** With the IPS model, we don't want to require too many assessments and activities before actually helping the person find work. These activities are meant to be in addition to helping the person make contact with employers.

Person B: Actively seeking work

ES Job: Assist person in making contact with employers, address barriers to obtaining work, and prepare for job start

Possible activities:

9. Mock interviews! This one is so important. Everyone could benefit from mock interviews regardless of how skilled they are in interviewing. The practice itself is beneficial as it psychologically prepares a person for the interview process. This also gives you an enormous amount of insight into how the person could be presenting herself in an interview when you are not around to observe. People may need coaching on how to discuss their strengths, their work history (without describing this in a negative way), how to manage symptoms during an interview, how to frame responses appropriately, etc. Provide education around common questions and recommended ways to answer those questions. (This information can be found under conference call topics from 2016 on [www.osece.org](http://www.osece.org)). Most people need more than one mock interview, so it's ok to take some time with this and help people gain confidence in this area.
10. Tailor resumes to specific jobs of interest and assist with cover letters.
11. Help complete a job application. It's a good idea to do this together at least once to get a sense of the person's skill level with this. If the person needs a lot of support with filling out applications, and you end up spending most of your time with them just filling out applications, enlist the support of a peer specialist or other treatment team member in assisting the person with this outside of your meeting times so you can focus on other important areas during your meetings. Be certain to provide some training to the person assisting with the applications in the areas of framing responses to why a person left a job, whether the person needs accommodations, explaining criminal history, etc. This is also where a master application can be very helpful.
12. Create a draft job follow along plan by reviewing areas where you are aware the person may need support when working. Review the vocational/career profile and review why the person's previous jobs did not work out for them. Ensure that the follow along plan contains a plan for addressing these issues should they arise. Review other areas of the profile and look for barriers to address. Ask the person what their top concerns are as they return to work. How would they like things to go differently this time? After having had the opportunity to get to know this person, what are your top concerns for him as he returns to work? Think of the follow along plan as a *"plan for success."*
13. Discuss job leads you have after recent job development. Use this as an opportunity to continue to get to know the person and their preferences or reluctance. If a person turns down a job lead, in an area that they had previously expressed interest in, create a non-judgmental environment in which they can feel safe describing to you which parts of the job or the business they may feel uncomfortable with. This will give you additional information to update their job search plan and/or career profile and further hone your job development efforts.
  - a. However, sometimes people turn down jobs for other reasons and this would bring up additional areas of support you can provide (fears around losing benefits- connect them with benefits planning or provide it, feelings of low self-worth- work with treatment team to determine best ways to address this, family conflicts getting in the way- work with treatment team, etc.) Sometimes motivational interviewing can be helpful in eliciting this information when the person is not very forthright.

14. Discuss how it went after a person recently applied for a job, interviewed for a job, or how their job search efforts are progressing. Analyze the person's efforts to look for areas where you could be more helpful to them.
15. Whenever possible, give people rides to/from interviews (unless they have their own car and drive). This provides an opportunity for you to see what they are wearing, help them practice interviewing again in the car, provide encouragement, reinforce coping strategies, etc.
16. If the person needs interview clothing, go with them to shop for interview clothing with a voucher from VR. (Experience has shown that it is best to assist with these purchases.) Show them types of work outfits that might be common for the work they are applying for. Help them select clothing that is not too revealing, fits well- not too baggy or too snug, is more professional than casual, but not so dressy that it stands out too much (i.e.; a full suit and tie when interviewing for a gas station attendant position.) It could be helpful to ask the person to glance at what the supervisor or other personnel are wearing when they turn in an application or have other visits to the business prior to their interview.
17. Assist the person in obtaining other needed items or services that VR might have agreed to pay for. Such as; eye glasses and an eye exam, hearing tests and aids, applying for a food handler's card, identifying location of computer training needed, etc.)
18. Consider helping the person apply for a Senior Community Service Employment Program if they are 55 years or older and are looking to re-enter the workforce. These are paid training positions based on areas of interest of the person. Go here to find a program in your area: [https://www.servicelocator.org/program\\_search.asp?prgcat=1&officeType\\_1=14](https://www.servicelocator.org/program_search.asp?prgcat=1&officeType_1=14)