

STUDENTS WITH ONGOING SUPPORT NEEDS AND FADING JOB COACH SUPPORTS

Ellen Condon
University of Montana Rural Institute
Marc Gold and Associates
ellen.condon@mso.umt.edu
406 243-4134



“FADE”

to change gradually in loudness, strength, or
visibility

ISSUES WITH FADING JOB
SITE SUPPORTS START
LONG BEFORE YOU START
WALKING AWAY FROM THE
JOB SITE

Having problems fading from a job site?

- Was the process of Discovery deep enough to determine what the job seeker needed to ensure a good job match... in terms of support, conditions for success?
- Did the Job Developer over commit to the employer?
- Did adequate negotiation about the job seeker take place?
- Did a thorough Job Analysis lead to a proactive plan for training and long term support?
- Has the employee had access to systematic instruction that enabled them to learn the job tasks to criterion, and perform the task independently and confidently?

Developing a well matched job

Part one: Using Discovery to define what a person needs in terms of job characteristics:

- Tasks
- Environmental Conditions
- People Conditions
- Ongoing support needs and successful strategies to meet those needs

- Part Two: Job Analysis to develop a plan to teach and support on the job
 - Identifies all tasks and skills the employee needs to learn to be competent, confident and independent
 - Identifies what is natural to the work site in order to facilitate the development of natural supports from day 1

Negotiating a job that fits the individual and the employer

- Does the negotiated job match the individual? How well does your job developer know your job seeker?
- How does the job developer explain the role of the job coach and the role of the natural people at the employment site? Does it foster the use of natural supports?
- Are the job developer, person who facilitated Discovery and the job coach communicating and using the same approach?

The Seven Phase Sequence

1. Determine Natural Ways

The facilitator must determine whether natural processes have resulted in success or whether additional individualization, support and training power is needed for success. *The only way out of the sequence is successful performance by the learner.*

2. Determine Natural *Means*

3. Identify Natural *People*

??

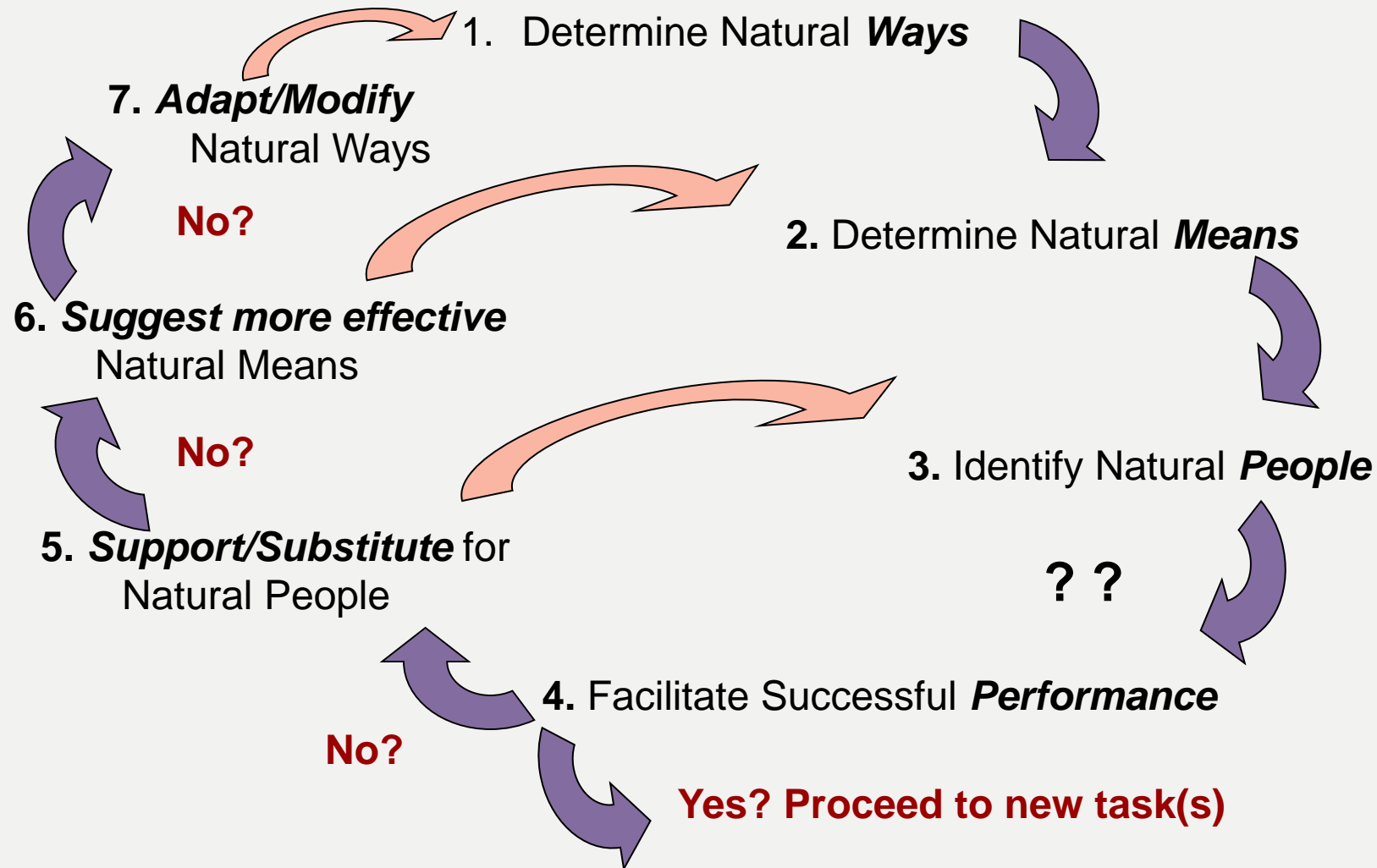
4. Facilitate Successful Performance

**No? Proceed to
Back-up Phases**

Yes? Proceed to new task(s)

The Seven Phase Sequence

The Complete “Roadmap”



Using the seven-phase sequence is an investment in building the capacity of the business to support their new employee


- Natural supports are facilitated from day one by embracing natural ways, means and people;
- Capacity of the business is enhanced to support their new employee.

Are employees receiving quality instruction on the job?

- All Tasks, workplace expectations, and methods for correctness are identified during a thorough job analysis;
- Systematic instruction strategies are utilized to organize, and teach, the information to be trained;
- Instruction is consistent across all trainers;
- New employees are held to high standards of correctness;

Are employees receiving quality instruction on the job?

- Training focuses on providing information that the employee turns into correct performance;
- Trainers understand the difference between teaching and directing;
- Trainers have the skills to increase the power of training strategies when needed;
- Trainers know how to fade the strength of their information and increase the ownership of the trainee?
- Fading of work place support is based on performance data;
- New employees trained to criterion on tasks.



OUR LONG-TERM
SUPPORT NEEDS MAY
VARY BASED ON THE
ENVIRONMENT WHERE
WE WORK...

It is essential that during “Assessment,” ongoing support needs are clarified:

- What are the job seeker’s Ideal Conditions for successful employment?
 - *Environment*
 - *Structure of tasks*
 - *Flow of tasks (predictability, sequence, time or quantity based?)*
 - *Optimal natural supports in the work environment*
 - *Needed accommodations or adaptations*
 - *Medical or personal care needed*

For employees with long term support needs

Do we get creative about how to meet those needs?

- Do we comprehend the need enough to develop alternative ways to meet it?
- Can technology replace the support of a person?
- Does the employee need continued training or do they need a personal assistant on the job?
- Can resources such as a SSA work incentives be used to fund an ongoing support need?
- Can an accommodation be requested to solve the support issue?

“Conditions for task performance:”

- Conditions that need to exist for maximal performance of tasks by the individual. Pay attention to factors such as standing/sitting, speed/pace of performance, and endurance. Comment on the role of personal interest in regard to task performance.
- *Example: tasks that involve movement including walking, lifting, pushing & pulling. Tasks that have a clear end.*

“Environmental conditions:”

- *Environmental conditions that seem to work best for the individual. Pay close attention to temperature, lighting, noise, odors, color scheme and other similar factors. Address issues relating to decor and aesthetics that might be important to the individual as well as the degree of movement, “elbow room”, and other unique factors.*
- *Example: Sturdy environment with limited glass; Work area is 2 arms length from nearest coworker.*

“Supervisory strategies:”

- Supervisory strategies that seem to work best for the individual. Address factors such as whether the individual responds best to one or to multiple supervisors, the gender and relationship to the individual of the supervisor and the style of supervision offered.
- *Example: Responds best to male supervisors, one ‘boss’ is ideal, and concrete clear feedback if his attitude or social interactions aren’t acceptable.*

“Supports needed for successful performance:”

- Type and degree of supports typically needed for successful performance of tasks and for the individual’s best response to expectations.
- *Example: He benefits from intermittent support from someone outside the work environment who knows him well, to process issues that occur on the job. It helps to have this person identified prior to a new job starting and have them check in monthly with the job seeker and the supervisor.*

It is essential that during “Assessment,” ongoing support needs are clarified:

- What are effective strategies to meet the job seeker’s ongoing support needs?
- Need for reinforcement?
- Need for feedback?
- Self-management of tasks
 - *Watches, alarms, phones, iPads, iPods, checklists*
- Social needs

“Areas potentially needing matching to employment sites:”

- Any issue that requires a careful matching of potential job sites to the needs of the individual.
- *Example: Day, time of day, or work environment when there is little ‘traffic’ in the workplace.*

“Areas potentially needing negotiation with local employers:”

- Any issue of the employment relationship that is likely to require negotiation of existing conditions – beyond matching – that are necessary for successful employment. Almost all job seekers requiring customized employment as a strategy will need job tasks negotiated.
- *Example: an employer would not summarily fire an employee who curses whenever a mistake is made.*
If something is broken it will be replaced a.s.a.p.

“Conditions to be avoided:”

- *The array of conditions, across all of the areas listed above, that should be avoided in order to assure successful employment.*
- *Example: Avoid environments where there is access to glass (windows, windshields, mirrors, light bulbs). This includes walking by these items, or working directly with them.*

How Does All of this Information Fit with Transition?

- Age Appropriate Transition Assessment;
- Functional Vocational Evaluation;
- Development of Work Experience Sites and Work Sites;
- Training for Job Coaches;
- The 5 areas of Pre-ETS.



WWW.MARCGOLD.COM