

# EMPLOYMENT SERVICES – JOB SUPPORTS

## Scope of Services

### Program Purpose

Ability KC's job supports services are interwoven with other services to help individuals assess their employment potential and develop a plan leading to employment that matches their abilities, strengths, needs and interests. Job supports are also often a critical piece in helping the person maintain employment.

Services are designed for adults who experience a disability that impacts their ability to select, secure or retain employment. In addition, many participants experience the consequences of limited economic resources and/or vocational preparation. Some common issues presented include:

- Unemployment or underemployment
- Unknown employment needs or potential
- Unclear vocational goals
- Lack of knowledge regarding vocational/community options
- Lack of marketable work skills
- Poor job seeking skills
- Poor work habits
- Poor independent living support systems or skills
- Uncertain of technology which may be helpful in a job setting

The mission of Ability KC is to serve people with disabilities, but services focus on the strengths, abilities and choices of the people we serve, not the disability.

### Services Offered

The hours of operation typically range from 8:00am – 5:00pm, but may include evenings or nights depending upon the needs of the employer and the person served. Days of service can range from Monday through Sunday, but are typically from Monday – Friday. Ability KC provides Job Supports services throughout four locations: Kansas City, Warrensburg, Clinton and Sedalia. Job Supports services may be provided during assessment, job development/placement, and post-employment. Services include:

- Consultation: The Community Employment Specialist and the Community Job Skills Trainer can provide a variety of valuable information to the employer including assistance with job accommodations, education for supervisors and co-workers concerning specific disabling

conditions, instructional methods appropriate for the new employee and information concerning the benefits of hiring workers with disabilities.

- Job Restructuring and Accommodation: The Community Employment Specialist and the Community Job Skills Trainer may directly restructure tasks or arrange alternative methods of performing core duties to facilitate the new employee's success. This is always done with the employer's knowledge and support.
- Training of Direct Job Duties: If appropriate, the Community Employment Specialist and the Community Job Skills Trainer may directly teach assigned job tasks to the new employee. While this may be offered as an incentive to the employer, it is preferable for the employer to directly train their new employee.
- Training of Work-Related Personal Skills: The Community Employment Specialist and the Community Job Skills Trainer may provide assistance with work-related personal/community skills such as learning to utilize public sources of transportation, calling in to the employer when absent, following a work schedule, understanding items on a pay stub and developing interpersonal connections on the job.

Services are provided in Ability KC office and in the community, depending on the location of the individual's served. The following professionals provide the service:

Employment Services Manager – employed by Ability KC  
Employment Services Program Coordinator – employed by Ability KC  
Community Employment Specialist – employed by Ability KC  
Community Job Skills Trainer – employed by Ability KC

Assistive technology or driving evaluation and training services may be arranged concurrent with job coaching services.

In addition, the following services are available through other departments on our campus:

- Cognitive remediation for traumatic brain injury survivors
- EXCEL – Fitness and Conditioning Program
- Neuropsychological Testing
- Nursing
- Occupational Therapy
- Physical medicine evaluation and diagnosis
- Physical Therapy
- Speech and Language Therapy

If Ability KC does not directly offer a service needed by someone participating in our program, we will make every effort to locate and refer to another community agency that does.



## Program Admission Criteria

Services are designed for adults who experience a disability that impacts their employment options and who may reasonably be expected to benefit from available services. Ability KC is committed to serving a diverse clientele and does not restrict acceptance for services due to sex, race, color, religion, culture, national origin, disabling condition or source of payment for services. We request a referral screening meeting be scheduled by the referring agency before beginning services. Referral information will be used to develop an individualized plan of services and includes: relevant medical history, psychological information, social information and summary of previous services and supports.

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Participants receiving organizational employment services must:

- Be at least 16 years of age (some work settings require that participants be at least 16.)
- Be able to care for their personal needs (e.g. feeding, bowel and bladder control, medication management) or can direct such services if provided by a personal assistant. When personal assistant services are to be used, the assistant should be selected, arranged for and paid by either the participant or his/her sponsoring agency.
- Possess sufficient emotional control so as to pose no physical threat either to themselves or to others.
- Have their own transportation arranged to and from their place of residence.

Individuals with uncontrolled seizure disorders or diseases which are communicable by casual contact are not eligible for services. The Employment Services Department does not provide psychiatric or substance abuse treatment.

## Referral Procedures

People interested in services are always encouraged to visit Ability KC before beginning a program. We will provide a tour of the facility, talk about an individual plan of services and introduce staff. The Employment Services Department does not routinely require that people be screened prior to acceptance for services. We rely on sponsoring/referring agency's knowledge of our programs and services to ensure appropriate referrals. The referring agencies can be the Missouri Division of Vocational Rehabilitation, Department of Mental Health, Kansas Department for Children and Families, and/or County Board of Services. There is no fee to the program participant as the referring agency will pay for the authorized services accordingly. Program length will vary depending upon the desires of the person receiving services and the sponsoring agency representative. Average program lengths have been established to guide the initial authorization for services but may be modified to meet individual needs.

Scheduling of most services may be handled through a phone call to the Branch Manager, who will arrange a start date or connect the caller with the appropriate staff person.



## Service Philosophy & Delivery

Services at Ability KC are driven by the active participation of the person receiving services or, as appropriate, a family member or advocate of their choice. A Community Employment Specialist is assigned to coordinate activities outlined in the service plan and ensure that efforts are integrated and directed towards the outcomes targeted. This coordination includes regular communication with the person receiving services, sponsoring agency representatives, staff providing services and others identified by the person receiving services. This is usually in the form of frequent, informal conversations and periodic formal meetings. Revisions to the plan of services may be initiated as a result of this communication.

Written reports are sent to the sponsoring agency representative at specified progress points throughout the program and at the completion of services. People receiving services are encouraged and supported in developing their own plan of action as a result of services. At a minimum, they will have the opportunity to discuss the recommendations and results to be included in the final written report. This will occur in a meeting with their career advisor/case manager and/or in a formal discharge conference. Discharge will be arranged when all parties agree that targeted outcomes have been accomplished or when additional services are no longer desired.

Ability KC provides follow-up support services to people placed in jobs and, if appropriate, their employer for ninety days. Individuals who are unable to retain community employment during that ninety-day follow-up period are offered assistance to locate alternative employment or other services. Follow-up support services to people participating in supported employment are not time limited. Contact with all persons served in the Employment Services Department is attempted three and twelve months after discharge from services to assess customer satisfaction and the long-term impact of services.

## For More Information

Please contact our Branch Managers:

- Kansas City: Amy Ditty at 816.213.5732 or amy.ditty@abilitykc.org or Melissa Tola at 816.916.1684
- Warrensburg & Sedalia: Misty Murphy at 816.423.9210



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