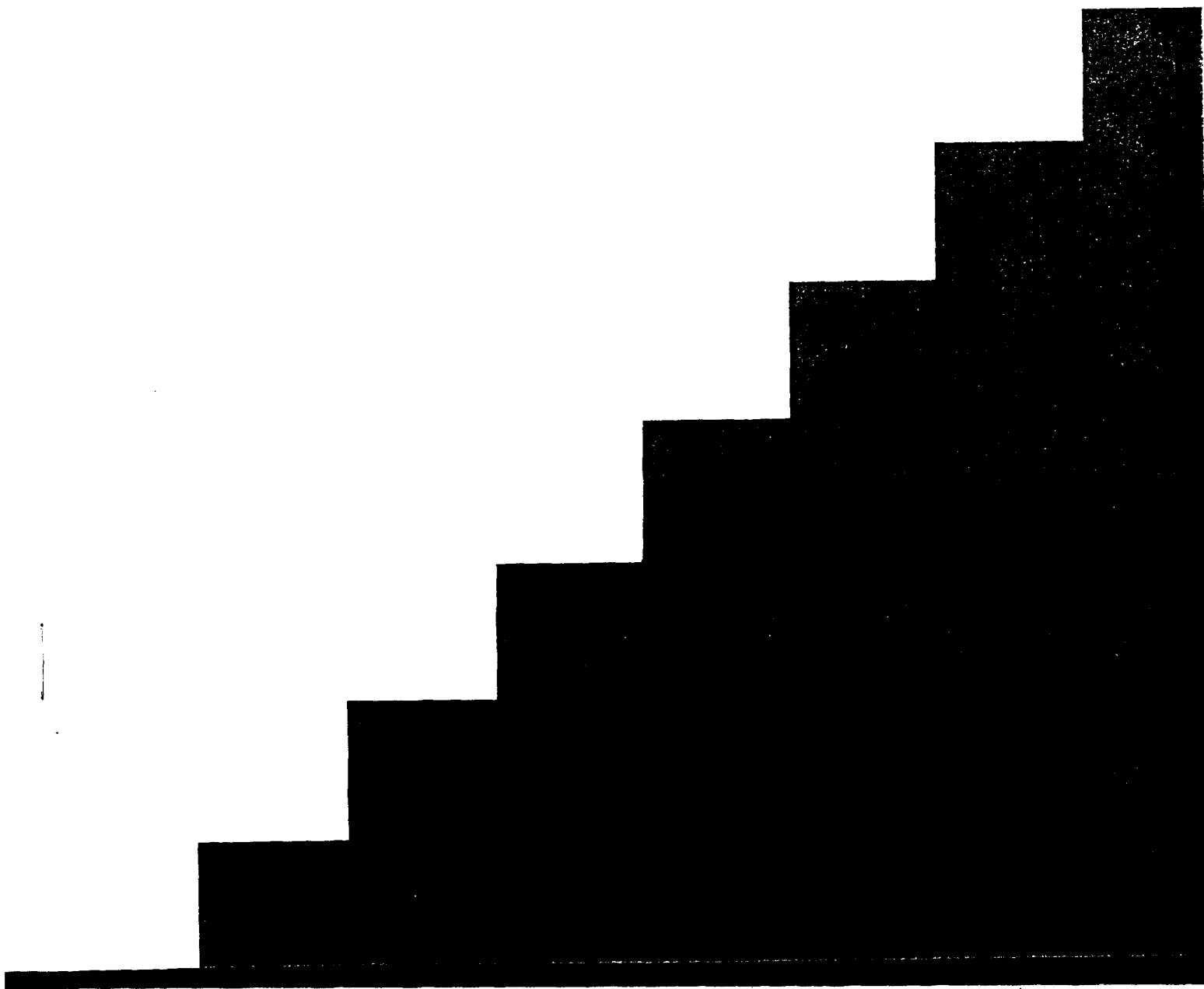


# *The Career Planning Process: A First Step for Supported Employment*

*A report compiled by Kaposia, inc.*

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Governor's Planning Council on Developmental Disabilities,  
Minnesota State Planning Agency.*



### ***The Career Planning Process: A first step for supported employment.***

On October 1, 1989 Kaposia received a one-year grant from the Governor's Planning Council on Developmental Disabilities to implement and disseminate a Career Planning Process which would empower individuals with developmental disabilities and their families to have an increased role in employment decisions affecting their lives.

In addition to the implementation of this process with consumers, an integral part of the project is the

dissemination of information on the effectiveness of the process. This report reflects Kaposia's experience during the past year.

Kaposia, inc., a customized employment service for individuals with developmental disabilities, is located in Saint Paul, Minnesota. It is a licensed day training and habilitation service whose 120 consumers are all working on jobs in the community.

### ***The Career Planning Process is unique and innovative.***

*Individuals with disabilities may need assistance with this important aspect of their lives, especially when:*

- *Their work experience is limited.*
- *They are unable to express their work interests or preferences.*
- *Traditional assessments do not provide sufficient information on what they can do.*

- The Career Planning Process builds a team from the beginning with all responsible decision makers at the same table.

- The Career Planning Process allows the team to include the consumer in a respectful and comprehensive way.

- The Career Planning Process gives the consumer an opportunity to have more control and to make choices in a non-threatening environment.

- The Career Planning Process enables professionals to be open and dedicated to helping the consumer.

- The Career Planning Process allows responsibility to be distributed to all members of the team.

- The Career Planning Process provides exceptional consumer satisfaction.

### ***The Career Planning Process is information inclusive and person-centered.***

*The process assists individuals in identifying their reasons for working (outcomes) and builds support teams to help with the achievement of those outcomes.*

*The process is person-centered from the beginning, in contrast to traditional practices of fitting people into existing or available options (like trying to fit multi-shaped pegs into round holes).*

To guarantee success, the Career Planning Process also:

- is integrated in context—consumer preferences and expectations at home are related to experiences and behaviors at the job site.

- is disseminated across all domains—what the parents know becomes available to the DRS Counselor and the Job Developer.

- gives everyone new knowledge of the consumer—parents come to know the consumer in the job site environment, and the Job Developer knows the consumer in the home environment.

- has generally been new information for the interdisciplinary team professionals and the supported employment process.

***Career Planning is the critical phase in supported employment.***

*"Empowerment means that someone or some group acquires or activates some power it has not exercised before. . . But it takes more than having an authority bestowing power—there must be readiness to take on what may be not so much a privilege as a burden."*—Gunner Dybwab, Professor Emeritus, Brandeis University

- The Career Planning Process creates a benchmark in its planning document to which the future must be accountable. Even when results may not be achieved immediately (or in nine months), the results of the Career Planning Process are always available as a guide.

- Career Planning avoids the dissatisfaction of consumer and employer that results from inappropriate job development. With information from the Career Planning Process, job coaching and job support resources are effectively directed with the information from the personal profile and the identified outcomes.

***How is the Career Planning Process done?***

Once the decision is made to pursue the Career Planning Process as an alternative evaluation method and funding is secured, a Support Team is identified with people who know the individual well and are committed to the achievement of career outcomes.

Information is then gathered using Kaposia's Personal Profile in one-to-one, small group or observational exercises. This information is summarized in a report which contains background information; a

profile of the individual's likes, dislikes, strengths and needs; available resources; barriers to employment; possible outcomes from employment; and potential job sites, types and characteristics.

An action planning meeting of the Support Team and/or other members of the larger Interdisciplinary Team follows to review and reach consensus on the report; rank and standardize outcomes; identify barriers and rank solutions; and assign activities to achieve the outcomes and overcome the

barriers. All members of the team assume ownership and commitment to the action plans. Specific job sites are identified and recommendations on specific job tasks are made.

Follow-up meetings are scheduled and held to report on progress of action plans and job development activities until the individual is successfully placed in a job that meets the identified outcomes.

*The following is a personal profile summary developed for consumer "Jane Doe" by Kaposia. It's the first step in the Career Planning Process.*

### **I. Background Information**

The Other County Department of Social Services referred Jane Doe to Kaposia, inc. to determine if Kaposia services were appropriate for her. Jane's Interdisciplinary Team was hoping to secure community-based work in the least restrictive environment for Jane, and they requested that this be set up close to her home. Jane's team was also interested in a career assessment because Jane has a very limited exposure to community-based work and was unclear regarding career direction. Jane is 27 years old, functioning in the moderately mentally retarded range and is challenged by some maladaptive behaviors. The Career Planning Process was initiated to assist Jane in identifying her interests, skills, strengths and outcomes. Through the input of Jane's team, a specific guide or "road map" will be developed in which a job placement staff member can begin to solicit work which matches her strengths and outcomes.

### **II. Residential Information**

Jane lives with eight others at the Johnson Avenue Group Home, an ICFMR in West, Minnesota. Jane does not have a lot of contact with family members, but sees her foster sister and a cousin occasionally. Jane currently has an opportunity to do some contract work at a DAC in West, Minnesota.

Jane likes to walk in her neighborhood and enjoys going to the convenience store to buy pop. She also does some shopping at the stores on Main Street which is very close to her

residence. At home, Jane is involved with a variety of chores, but she expresses an interest only in the cooking portion of the duties.

### **III. Profile of Jane Doe:**

Jane likes:

- being with people
- music
- small group social opportunities
- interaction with friends and staff
- using the phone
- to go for walks
- shopping, getting pop
- cooking
- work that allows mobility & sociability

Jane dislikes:

- cleaning
- bench work
- nagging staff
- house chores

Jane's strengths are:

- socializing
- doing quality work
- going to supervisor for assistance
- learns tasks quickly
- communication
- ability to use a bus

Jane's needs are:

- a job which allows mobility and socializing opportunities
- a job site which has easy access to water
- an opportunity to check out a new work situation
- a respectful Job Coach
- bus training if not using Metro Mobility
- concrete directions (pictures, checklists) versus verbal instructions

Resources available to Jane are:

- DRS funding for job development and initial training
- Kaposia, inc. supported employment services

Challenges to Jane getting a job are:

- finding a position which allows a lot of socialization
- a site willing to accept less than 100% productivity
- finding a site willing to offer some supervision
- finding a site willing to work with possible interfering behaviors

### **IV. Prior Work Experience/Training:**

Formal/Paid

- cleaning, re-tipping and bagging headphones
- janitorial
- paper route
- lawn crew

### **V. Ideal Characteristics of a Future Job:**

- job would allow mobility and socialization
- job would have variety
- close to home
- relaxed setting
- outlets for emotional release
- no strict deadlines
- would have a break room available
- opportunity would exist for new friendship development

### **VI. Hints for Future Trainers/Supervisors:**

- Jane may learn new skills better through concrete cues like pictures and checklists, and not verbal cues
- Information regarding a new task is best presented in a non-distracting environment
- Building a rapport with Jane prior to job coaching may be advantageous
- Be prepared to work with close personal space issues and touchiness
- Jane appreciates non-nagging types of interactions with supervisors and job coaches
- Jane enjoys a joking and relaxed kind of rapport

#### VII. Possible Outcomes for Jane:

- money
- socializing
- variety
- new relationships
- ability to move around
- being a part of the community

#### VIII. Possible Jobs, Sites for Jane:

- messenger
- go-fer
- mail delivery
- bussing
- nursing home, patient needs (water delivery, etc.)
- trashing routine
- running laundry
- recycling pick-up
- candy striper
- lawn crew

#### IX. Summary:

Jane Doe possesses a number of work skills that are very transferable to a community-based job. Her concern for doing a quality job, her ability to learn things quickly and her willingness to go to her supervisor for assistance can be key elements in getting and keeping a job.

Her personal profile clearly indicates an interest in a job that offers lots of opportunities for mobility and socialization.

The Action Plan Meeting and future job development will concentrate on this, and potential jobs will be carefully analyzed to be sure they meet Jane's needs.

The Action Plan Meeting will be held in January to discuss this profile and Jane's outcomes, barriers and potential jobs.

Report compiled by:

John Sanders  
Career Planner  
Kaposia, inc.

#### Action Plan: For Achievement of Outcomes

*Once the Personal Profile is completed, the Team develops an Action Plan.*

##### Outcome: Money

*Standard:* Up to \$500/mo. Jane will have earnings limitations because of her funding programs.

*Activity 1:* Job Developer to relay potential earnings of a job to Jane's team prior to start of the job.

*Persons responsible:* Job Developer, Jane, Career Planning Team member.

*Type of follow-up:* Income and benefits reviewed at regularly scheduled IDT meeting.

*Activity 2:* County Case Manager will contact the Social Security Office regarding Jane's change in earnings.

*Person responsible:* County Case Manager

*Type of follow-up:* incorporated in Individual Service Plan.

##### Outcome: Socializing

*Standard:* Opportunity to converse throughout the entire shift. To include lots of brief visits with a variety of people.

*Activity 1:* Job Developer to make certain this is a possibility via a job analysis.

*Person responsible:* Job Developer

*Type of follow-up:* Job Analysis/Compatibility Analysis will be shared with the IDT by the Job Developer.

*Activity 2:* Get approval from the Site Supervisor that this amount of socialization is ok.

*Persons responsible:* Job Developer/Employer

*Type of follow-up:* Personnel policies to be shared with the IDT. Review standards quarterly and outcome incorporated in Individual Service Plan.

##### Outcome: New relationships

*Standard:* Meeting and knowing at least 15 people at a new site.

*Activity 1:* Job Coach to assist with introductions.

*Person responsible:* Job Coach  
*Type of follow-up:* Jane will be asked by Job Coach and home staff to give names of co-workers.

*Activity 2:* Jane will inquire as to birthday of co-workers and write cards or otherwise acknowledge.

*Person responsible:* Job Coach will assist.

*Type of follow-up:* Birth dates of important co-workers will be shared with home staff so they can encourage Jane to acknowledge.

Action Plan  
continued on next page

## Action Plan: Brainstorming for Solutions to Employment Barriers

### Identified Barrier: Vulnerability

**Descriptor:** Jane needs a work site which is a co-ed environment, with supervision and a place to keep her valuables.

**Activity 1:** Job Developer will seek a site that has a blend of male and female employees.

**Person Responsible:** Job Developer

**Type of follow-up:** Vulnerable Adult Assessment with prevention plans will be set up prior to placement.

**Activity 2:** A wallet will be purchased for Jane. At the site a locker will be designated for her use.

**Persons responsible:** Wallet purchased by Jane and residential staff; locker set up by Job Developer.

**Type of follow-up:** Discussed at placement and 30 day meeting.

**Activity 3:** Residential staff will touch base with Jane in the morning to make sure the proper clothes are being worn and to be sure Jane is wearing her glasses.

**Person responsible:** Residential staff

**Type of follow-up:** Monitor through quarterly evaluations.

### Identified Barrier: Staying on task

**Descriptor:** Job must include opportunities of socializing and

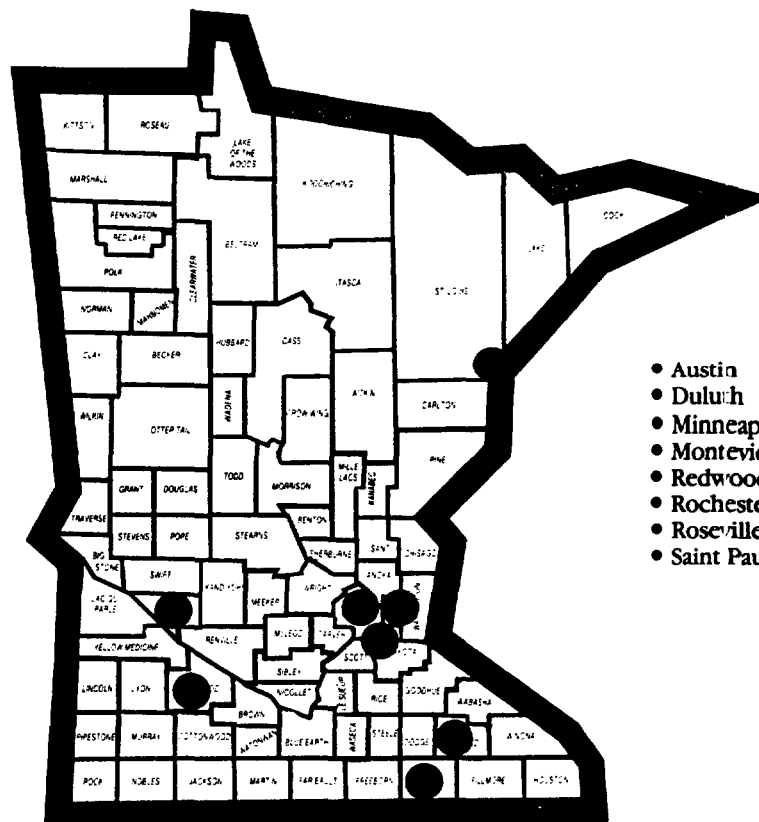
mobility. The Job Coach and/or Supervisor must be willing to prompt and reinforce.

### Identified Barrier: Possible verbal aggression as a result of too many demands.

**Descriptor:** At the work site Jane would benefit from a Job Coach who has a good rapport with Jane and is sensitive to her issues of verbal aggression.

### Identified Barrier: Talking too much

**Descriptor:** In order for Jane to be successful, a limit on her conversation should be set up via a behavior contract, and breaks should be taken only after a set amount of work is completed.



- Austin
- Duluth
- Minneapolis
- Montevideo
- Redwood Falls
- Rochester
- Roseville
- Saint Paul

#### What Worked:

- Persistent DRS!
- Sheltered workshop attitude changed
- DRS involved in every step!
- Spent lots of time observing Jill at work
- Excellent personal profile info
- Good list of recommendations
- Solutions to barriers met DRS concerns
- Plan highlighted Joe: unique needs
- Long time at former job site—helpful!!!
- Studied Job Coach
- Invited Counselor (behavioral) to Action Plan meeting
- Lots of good school information
- Good job match
- Brainstorming on potential job results went well
- Placement person “pumped up” by process
- Great DRS participation
- Good team

- Getting people face-to-face
- Timelines were set for people
- Amy was highlighted
- Provider arranged
- Excellent way to get John out of his shell
- IWRP set up
- Family support great
- Lots of work
- Really defined some “barriers”
- Ted had lots of input
- Gave Job Developer real direction
- Direction is in place if/when patio job stalls

#### Why People Were Reluctant to Get Involved with Career Planning:

- Didn't want to commit to the time needed to complete the process
- Didn't feel comfortable assuming the various roles of a career planner, listener, facilitator, etc.
- Needed more information about the process and the benefits it offers for people
- Were not willing or able to get functioning support teams together
- Wanted to see a “track record” or number of successes before getting involved

The Career Planning Process identifies quality of life outcomes to be achieved through employment. It ensures a focus on individuals and the identification of their unique interests, strengths and desired outcomes. It is a means to empower individuals and to build teams that are committed and focused on achieving outcomes. Kaposia considers this process to be one of empowerment and accountability. This project is a step toward making career planning available to consumers of supported employment throughout Minnesota.

For more information, or for a complete formal summary of the evaluation results, please contact Kaposia, inc. at 380 East Lafayette Freeway South, Saint Paul, Minnesota 55107-1216. Telephone: 1-612-224-6974. FAX: 1-612-224-7249.

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