

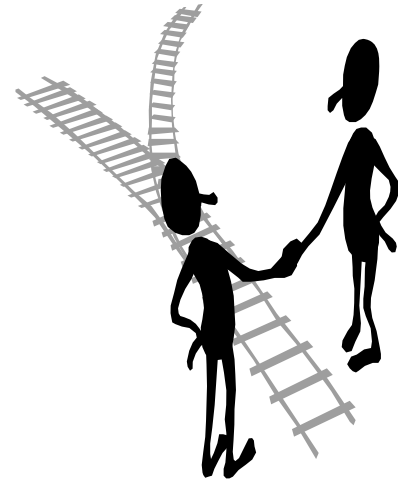
JOB DEVELOPMENT and EMPLOYER ENGAGEMENT

Community Mental Health Training and
Technical Assistance Symposium
August 5, 2014

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JOB DEVELOPMENT

- Job Marketing
 - Developing relationships with employers in the community.
- Consumer Development
 - Developing the consumer for the job.
- Job Development
 - Developing a job based on what the consumers have expressed an interest in.



JOB DEVELOPMENT TOOLS

- Word of Mouth
 - Co-workers
 - Friends
- Internet
 - Large employment websites
 - Smaller local companies
- Want Ads
 - Large newspapers
 - Smaller local newspapers
- Telephone Cold Calls
 - Random phone calls
- Consumers' Support Circle and Systems
 - Church Members
 - Family/Friends
 - Community
 - One STOP
 - Job Fairs
 - VR
(Vocational Rehabilitation)
- Community Cold Calls
 - Random on-site inquiries



HOW DO YOU FEEL ABOUT JOB DEVELOPMENT?

- How comfortable are you with doing job development?
- What types of job development activities are you most comfortable with?
- What types of job development activities are you least comfortable with?
- What do you feel is your biggest job development strength?
- What do you feel is your biggest weakness?
- Do you feel like you are a sales person?
- Do you feel like employers listen to you?

JOB DEVELOPMENT

- Know what consumers want.
- Know who you are job developing for.
- Take consumers out for job development activities from time to time.
- Explorer the community.
- Know what barriers are in place.



JOB DEVELOPMENT



Best days to job develop

Best time to job develop

Dress for the job

Use creativity

Pair up with other ES

Enthusiastic attitude

EMPLOYERS

- Build rapport with employers.
- Identify employer needs.
- Be mindful of employers time.
- Be mindful of feedback (verbal, non-verbal).
- Be confident; help employers solve problems.
- Be prepared to answer questions.
- Get employer to agree to do something.



RESUME

- Use the best resume for the job applicant's work history, and purpose.
 - Chronological
 - Functional
 - Combination
 - Electronic
 - Curriculum Vitae



JOB DEVELOPMENT AND DISCLOSURE

- Disclosure is the Consumers choice
- Nature of disclosure
 - When to disclose?
 - How much to disclose?
 - Who to disclose to?

Justice Involved Individuals

- Help consumers develop ways to explain
- Develop letter of explanation
- Use strength based language
- Use consumer's network by mapping
- Identify skills and positive attributes
- Learn company policies

COMMUNITY EMPLOYMENT TRENDS

- Social Networking
- Online Assessment Tools
- Employment Blogs
- Video and Cell Phone
- Part-time
- Reassignment



SUPERVISION AND OUTCOMES

Track Your Outcomes

- Total number of people enrolled in SE or on the individual caseloads
- Total Number of people working
- Percentage working

Q 2 - 2013		
served	working	% working
43	11	25.6
65	38	58.5
378	292	77.2
35	16	45.7
24	8	33.3
88	17	19.3

Supervision Using Outcomes

- More client centered
- Prompts more SE and mental health integration
- Prompts more Person Centered Care Planning
- Pay more attention to retention needs (follow-along supports increase)
- Better understanding of ES strengths and needs

TOOLS TO USE

- Employer contact log
- Community mentoring form
- Supervision form
- Tracking form
- Team meetings
- Chart reviews
- Fidelity assessment report
- Graphs

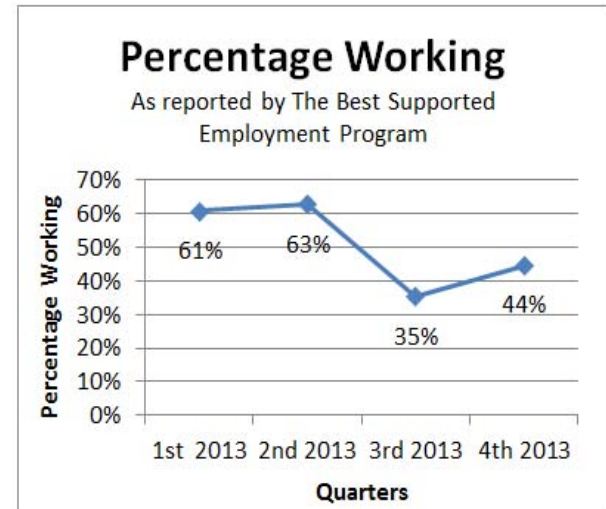
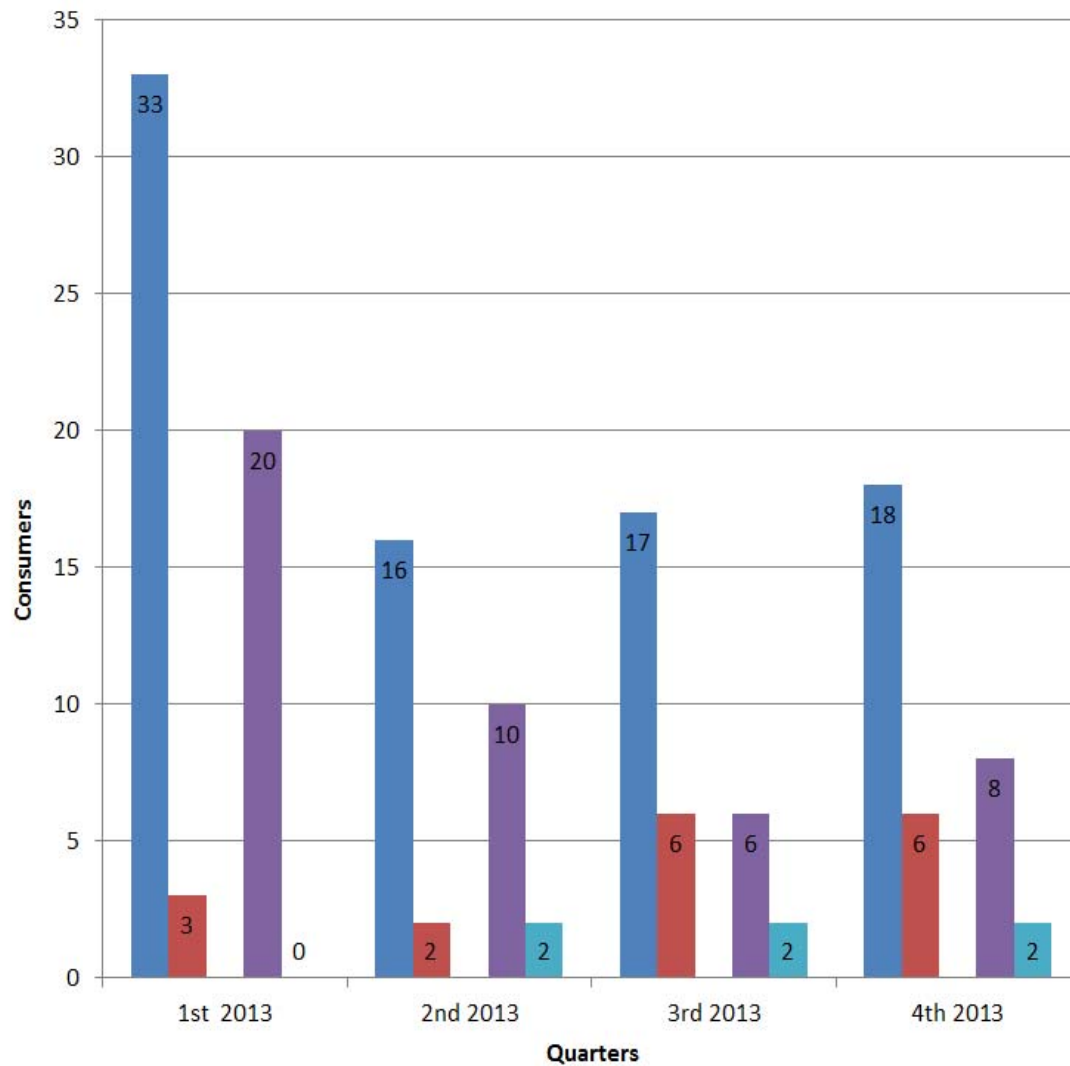
SETTING GOALS

- Program Goals
- Team Goals (make it fun)
- Individual Goals (performance goals)
- Monthly Goals
- Weekly Goals

(probation goals)

The Best Supported Employment Program

(Data collected from the Quarterly Outcomes Report as reported by The Best Supported Employment Program)



- Total number of consumers enrolled in Inc. SEP
- Total number of new enrollees in Inc. SEP
- Total number consumers working at Inc. SEP
- Total number new job placements at Inc. SEP

Caseload Activity Tracking Form										
Employment Specialists	Number on Caseload	Number Employed	Job Loss	Reason for Loss	Employer Contact Goal	Number of Contacts Made	Placement Goal	%	Increase by ?	
Rebecca Archibal	18	6	2	Quit	6	6	2	33%	11%	
April Clayton	20	3	0		8	5	2	15%	10%	
Mark Hall	17	14	1	Moved	6	6	1	82%	6%	
Zach Newburn	17	10	3	Fired, Quit, ...	6	5	1	59%	6%	
Jody Bellow (P)	9	8	0		7	7	1	89%	14%	
	Increase by 3									
	Supported Employment Programs Outcomes						Average Percentages	56%	9%	
	81	41	51%							
							Next Months Average ES Goal	65%		

GOOD LUCK!