Introduction to Employment Best Practices

Part I The Backstory: Person-Centered Planning

Part II Discovery and Customized Employment: Person Center Employment Implementation

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AGENDA

- Welcome and Introductions - Doug Crandell
- Project Overview and VR Updates – Richard Kriner
- Introduction to Employment Best Practices –
  Doug Crandell, Nancy Brooks-Lane
- Open Discussion
- Wrap Up – Doug Crandell, Richard Kriner, Nancy Brooks-Lane

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www.griffinhamm.com

- GHA is a full-service consultancy specializing in developing communities of economic cooperation and self-employment opportunities for people with disabilities. Griffin-Hammis serves people with disabilities by providing consultation in community rehabilitation improvement, job creation and job site training.

- GHA also works with employer development, self employment feasibility and refinement, Social Security benefits analysis and work incentives, management-leadership mentoring, and civic entrepreneurship.

- Our customers are wide ranging and include businesses, community rehabilitation programs, state and local governments, universities, individuals, and others from the public and private sectors.

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What to expect:

- Polls based on participant responses
- Zoom Room Team-Work and Debrief
- Suggested Readings
- Open Conversation and Discussion
- Tools and resources that can be used to further Best-Practices Thinking and Practices in Services

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Introduction to Person Centered Thinking: Recommended Readings and Resources

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POLL

What is Customized Employment?

How is it different from Supported Employment?

Person-Centered Career Planning: What role does it play?

Job Development and Employer Engagement:
Does it look the same from SE to CE?

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Observations before we proceed:

*EBPs – Evidence-Based Practices

Just because we're focusing on Employment Best Practices (EBP) doesn't mean you aren't already using it.

Like any performance improvement tool, EBP must be kept at the forefront of daily engagement in our work.

EBP has implications that span an individual, a system, and other stakeholders.

The way we think about a specific person or topic impacts how we act, interact, and ultimately drives outcomes.

It's a difficult prospect to get a person to *think* the way we wish, but all industries at least try to put the customer first and incorporate best practices.

EBP requires frequent reevaluation and refocus if we are to improve *the experience of, and outcomes related to*, employment and rehabilitation.

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WHAT WAS YOUR FIRST JOB,

HOW DID YOU OBTAIN THE JOB?

WHAT DID IT TEACH YOU?

My First Job Story

Team-Work in Zoom Rooms and Debrief

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Story

is the common thread of this training content and methodology

Let's begin our work together with the *Backstory* of Person-Centeredness

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Person-Centered Practices/ Approaches

- Personal Futures Planning

- MAPS

- PATH

- Discovery and Customized Employment

- Essential Lifestyle Planning

- A Picture of a Life

- WRAP

- Motivational Interviewing

- The LifeCourse Framework

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Person-Centered Approaches	Traditional Approaches
Focuses on individual's unique interests and preferences	Are determined from a disability professional or service system viewpoint
Builds on strengths and high expectations for employment and a career and an inclusive life Where they live	Begin from a deficit and needs basis and low expectations
Focuses on creating individualized, natural, and creative community supports and less reliance on the service systems	Assume the person will require life long supports
Power and control are with the person and their allies	Professionals have power and control
Involves collaboration to design supports to achieve the person's goals and future vision	Fit the person into the services available
Aims for socially valued roles and inclusive employment and community participation	Limit the person to stereotypical employment choices or devalued work

Adapted from Exploring and Implementing Person Centered Approaches, ACU National

- **To implement PCT, it's important to understand why it came to be, to operationalize a definition and set of specific practices.**

Person-Centered Thinking

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Philosophy

Person-Centered Thinking is anti-label.

PCT is rooted in listening to and supporting a real person's experiences.

PCT places a value on a person's story.

It recognizes people may have had negative experiences within a system.

PCT fundamentally questions professional expertise that isn't aligned with the core values.

Strengths, contributions, endearing traits, and possibilities are prioritized.

PCT has a direct correlation to settings, places, people and conditions.

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Examples of of PCT in Practice

- an ongoing problem-solving process used to help people with disabilities plan for their future." ---PACER Center (Families)

- "Put individuals first, listen carefully and learn who they are and what they want from life, then work together to set goals, create personalized plans, and put them into practice." ---Tri-Counties Regional Services (Provider)

- "PCT recognizes the right of individuals to make informed choices and to take responsibility for those choices and the related risks. PCT strives to build on the strengths, gifts, talents, skills, and contributions of every individual." ----The Learning Community for Person Centered Practices (Community of Practice)

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PCT Background

Some of the People

- Dorthea Dix
- Burton Blatt
- Wolf Wolfensberger
- Ed Roberts
- Judy Heumann
- Michael Smull
- Roland Johnson

Some of the Principles

- Honoring Lived Experience
- Understanding Socially Valued Roles
- Valuing Observation
- Questioning Who is in Control
- Challenging Normalcy Bias
- Believing in rehabilitation, recovery, habilitation and growth.

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Person-Centered Thinking (PCT)

Factors to consider:

Where is PCT being embedded?

What other values in employment services must be present to embed PCT?

Can a system's customers "feel" the definition in practice through interactions and outcomes? Explain?

Team-Work in Zoom Rooms and Debrief

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Language as a Person-Centered Catalyst

Much of human thinking occurs through words, images and symbols.

PCT is rooted in People First Language.

System words and phrases such as "caseload" or "treatment team" operate to create distance from a real, specific person.

Acronyms and system lingo reinforce who is in control.

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People First Language

People-First language involves avoiding describing a person as a label. When there is a reason to speak of an individual's disability to use language such as "(person) with a disability" as opposed to "(person) is disabled. The individual is respected as a person first with disability being one aspect of the individual.
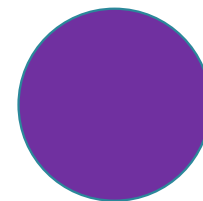
Walter Cronkite School of Journalism and Mass Communication

Arizona State University

- **National Center on Disability and Journalism**

- **NCDJ Style Guide**

- **"Terms to Avoid When Writing About Disability"**

You are in a unique position to shape the public image of people with disabilities. By putting the person first and using these suggested words, you can convey a positive, objective view of an individual instead of a negative, insensitive image.

Do say	Don't say
Disability	Differently abled, challenged
People with disabilities	The disabled, handicapped
Person with spinal cord injury	Cripple
Person with autism, on the autism spectrum	Autistic
Person with Down syndrome	Mongoloid
Person of short stature	Midget, dwarf
Uses a wheelchair, wheelchair user	Confined to a wheelchair, wheelchair-bound
Has a learning disability	Slow learner
Has chemical or environmental sensitivities	Chemophobic
Has a brain injury	Brain damaged
Blind, low vision	Visually handicapped, blind as a bat
Deaf, hard of hearing	Deaf-mute, deaf and dumb
Intellectual disability	Retarded, mental retardation
Amputee, has limb loss	Gimp, lame
Congenital disability	Birth defect
Burn survivor	Burn victim
Post-polio syndrome	Suffers from polio
Service animal or dog	Seeing eye dog
Psychiatric disability, mental illness	Crazy, psycho, schizo
How should I describe you or your disability?	What happened to you?
Accessible parking or restroom	Handicapped parking, disabled restroom

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"Human Services have a long history of leaning toward systemic answers first. The priority of supporting people may be in mission statements, but inevitably, if allowed to exist unchecked, the system reigns over the person, and soon all that is left is the system serving the system."

Stanley Williams, Peer Support Expert

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PCT by Other Names

- Student-Centered Learning
- Patient-Centered Care
- Parent-Centered Approach
- Consumer-Centered Services
- Person-Centered Recovery Supports
- Narrative Primary Care
- Narrative Mental Health Counseling

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Story is central to each of these approaches.

How?

Knowing someone's story is a remedy to thinking of the person as "other" or a disability label.

- Frame the support offered through the lens of life experiences.

- Do not describe the individual as deficient or inherently problematic.

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PCT Critical Elements

- Low-expectations are often created by systems and should be replaced with language and actions that support positive outcomes.

- Career planning is an ongoing process rather than a one-time event.

- Job seekers' personal and professional support networks are included in career planning.

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Burton Blatt on Disability and Stories

"Those about whom stories are told have the right to:

- tell their <u>own</u> story,

- have <u>true</u> and <u>good</u> stories told,

- <u>withhold</u> participation in another's story about them,

- stories that confirm their <u>value.</u>

Every human being is entitled to the story that they are educable.

Every human being has the obligation to <u>live up to good stories</u> (that is, to challenge low-expectations).

Discussion – What Person-Centered Thinking is not?

What it Isn't?

Zoom Room Team-Work and De-brief

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PCT IS NOT:

"To understand something well, sometimes it's worthwhile to know what it is NOT."

Ike Powell, Appalachian Consulting Group

- a checklist in a file, or a form

- a one-time effort - *requires regular maintenance,*

- connected to any singular disability and/or illness,

- only about how we think - *it pushes us to reconsider how we provide supports and services,*

- *just* a POV, or a mindset – *it is a reflection of deeply held beliefs,*

- a stand-alone concept - *it is built upon Social Role Valorization, Disability Rights as Civil Rights, and is inherently linked to Employment First.*

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We are to <u>do no harm</u>, which requires putting an emphasis on strengths.

- If our systems are funded by taxpayers, Return- On-Investment cannot be reached with deficits-thinking.

- Operating with only "system centered-thinking" (even if it's quite knowledgeable) is not ethical.

- If we are aware of several evidence-based and best-practice approaches, it require us to determine how we will make them policy and practice.

- <u>*One of the most ethical, effect and efficient actions we can take is to ensure we are using Person-Centered Thinking in our daily work.*</u>
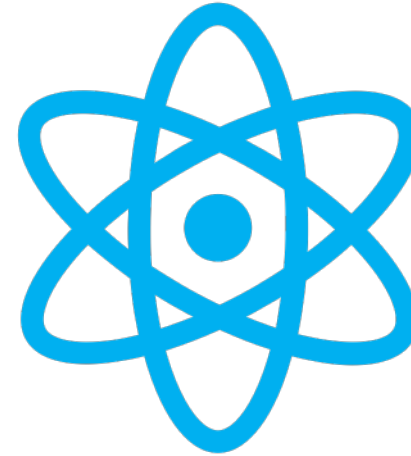
CRC Ethical Considerations

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CRC Guiding Principles Reflect PCT

Respecting	**Respecting human rights and dignity;**
Ensuring	**Ensuring the integrity of all professional relationships;**
Acting	**Acting to alleviate personal distress and suffering;**
Enhancing	Enhancing the quality of professional knowledge and its application to increase professional and personal effectiveness;
Promoting	Promoting empowerment through self-advocacy and self-determination.

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CRC Guiding Principles Reflect PCT

Appreciating	**Appreciating diversity of human experience and culture;**
Emphasizing	**Emphasizing client strengths versus deficits;**
Serving	**Serving individuals holistically; and**
Advocating	**Advocating for the fair and adequate provision of services.**

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What will be the essential principles?

How will it be operationalized?

Is there an existing PCT definition that can be used?

Which partner/stakeholders will be collaborators?

If additional information is needed before you can answer the question, list the needed information.

What are the implications for Virginia Vocational Rehabilitation Services –

Team-work in Zoom Rooms and De-brief

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CRC Code of Ethics Where PCT Links to Outcomes

Welfare of Those Served

…**includes meeting the employment needs of the individual, consistent with their interests, culture and welfare**

…rehabilitation counselors and clients work jointly in "devising and revising integrated, individual, and mutually agreed upon rehabilitation and counseling plans that offer a reasonable promise of success" (A.1.b & A.1.c)

How to Ethically Use Strategies

…**Rehabilitation Counselors are:**

to use techniques/procedures/ modalities that are grounded in theory and/or have an empirical or scientific foundation (D.6.a)

to be informed about cultural and/or language differences that may affect the delivery of services

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WIOA and the Shift Toward Strengths-Based Supports

PCT impacts outcomes in a real way.

WIOA is built upon:

- ADA
- Olmstead Supreme Court Decision
- Employment First
- Evidence-Based Practices
- Return-on-Investment
- Self-Determination
- Person-Centered Thinking

"I like that people see my strengths first, after all, that's what gets people jobs."

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WIOA Operationalizes Person-Centered Thinking

"Based on an individualized determination of the unique strengths, needs, and interests of the individual with a significant disability"

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"Designed to meet the specific abilities of the individual with a significant disability."

WIOA Operationalizes

Person-Centered Thinking

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Pre-Employment Transition Services and PCT

- self-advocacy
- self-determination
- taking a leadership role
- assertiveness
- problem solving
- positive self-talk

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Wrap up and Next session:

Questions   *Comments*   *Suggestions*