PRO Skills

For the changing world of work

Unifying our Human Service Voice

NJHSA Conference

April 2018
How would you design a spice rack for the blind?

How would you explain cloud computing to a 6 year old?
JDC-TEVET

JDC-Tevet develops innovative employment programs models that help Israel's most vulnerable populations move out of poverty by succeeding in the workforce.

Partnering with the Government of Israel, the business sector and NGOs, we tackle the issues from two directions: working with the individual and the employer.
Searching for a New Personal/Professional Model

- Digitalization
- Artificial Intelligence
- Globalization
- Longer Lifespans

Careers self-managed approach
I PRO – Skills for a Changing Job Market

is a revised model of personal professional development.

Based on international and local research:

WEF, NESTA, IFTF, OECD, PIAAC

A versatile and applicable framework
I PRO Skills
For the Changing World of Work

I CAN
I AM
I BUILD
I MIX
I GROW
I NET

JDC Israel Tevet
Touching Lives, Transforming Communities
I PRO Skills
For the Changing World of Work

I AM

Motivation

Proactive attitude and Positive approach

Self-efficacy

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I CAN

Using digital tools to manage tasks and communicate

Ability to make data-based decisions

Ability to read, write and present, in Hebrew and English

I AM

I CAN

I BUILD

I GROW

I MIX

I NET
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I MIX

Ability to work in multi-disciplinary teams

Ability to work in multi-cultural environments

Ability to work in various interpersonal situations

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I NET

Ability to act and communicate in social networks and communities

Ability to brand and market oneself

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JDC Israel Tevet
Touching Lives, Transforming Communities
Dana Sub-Sub-Laban's Movie
BRIDGE TO EMPLOYMENT
Bridge to Employment

Overview

JEVS’ Bridge to Employment is a collaborative program model where employer, human service provider, and high school came together to create a solution to youth employment and workforce talent development. The program is founded on the belief that all youth deserve the chance to pursue their personal and professional goals, but need the opportunities to explore their individual interests and successfully connect and persist within sustainable career paths. At the same time, how can employer grow their future workforce while meeting the needs of their business?

Funding
The program is funded through a blend of private and foundation funding.
Bridge to Employment Overview

• Phase I: Recruitment

• Phase II: Candidate selection

• Phase III: 3 month paid PSR technical training

• Phase IV: 4 week paid internship

• Phase V: Full-time employment as a Patient Services Representative
Bridge to Employment Model

- Mentoring
  - Customized Training
  - Supported Employment
  - Employment
  - Paid Work Experience
Timeline - Paid Customized Training

July - September

Patient Services Representative Training

• Monday – Friday, 6 hr./day
• Orleans Technical College and Einstein
• 360 Hour Training Curriculum including:
  • Professional Development
  • Customer Service Skills
  • Microsoft Office
  • Ethics & HIPAA
  • Medical Terminology
  • Patient-Centered Care
  • Medical Databases

Benefits

• Weekly $100 stipend
• Weekly SEPTA transpass
Timeline - Paid Internship

October

Paid Patient Services Representative Internship
- 4 days/week at Einstein
- 1 day/week at Orleans Technical College
- Regular Check-ins with Employment Specialist

Benefits
- Paid $9/hr. 30 hr/week
- Weekly SEPTA transpass
Timeline - Supported Employment

November 2017 – August 2018

**Supported Employment**
- Starting salary $15/hr.
- Full-time employment 35 hr./week, Monday-Friday, 9-5pm

**Benefits**
- Job Coaching
- Mentorship
- Continued Professional Development
Results

- Training
  - 14 out of 18 completed training = 77%

- Externship
  - 14 out of 14 completed externship = 100%
  - 13 out of 14 accepted full time employment = 92%

- Supported Employment
  - 9 out of 13 continue to be employed = 69%
Lessons Learned - Recruitment

- More information to students
  - College vs Career Path
  - Doesn’t have to be either/or
- Communicate with Partner Schools
  - Best fit
Lessons Learned – Intermediary

• Balance the expectations & goals of the parties

• Commitment to the employer and students
Lessons Learned - Partnership

- Clear on who program is designed for
- Intermediary has final say on who goes forward
- Working with multiple divisions within employer

  - Employer
    - Holding jobs
    - Right size cohort
THANK YOU

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CUSTOMIZED EMPLOYMENT

a flexible process designed to personalize the employment relationship between a job candidate or employee and an employer in a way that meets the needs of both. It is based on identifying the strengths, conditions, and interests of a job candidate or employee through a process of discovery.
WHY WE NEED CUSTOMIZED EMPLOYMENT

HCBS Setting Rules

Order of Selection

WIOA

State VR

Sheltered Work Programs
ESSENTIAL ELEMENTS OF CUSTOMIZED EMPLOYMENT

- Approach has been around for 20+ years
- The CE Camps have developed the essential elements of an impactful CE program
ESSENTIAL ELEMENTS OF CE (WINTAC)

1. Negotiated job duties
2. Individualization / a job for one person
3. Minimum wage or more
4. Job developers represent job seekers
5. No fail approach
6. Best for those who may struggle with wage jobs
ESSENTIAL ELEMENTS OF DISCOVERY

1. Includes contributions, interests, & conditions
2. Qualitative approach using interviews, observations, participation, activities
3. Sufficient time is needed (20-30 hours)
4. Results in a Descriptive Profile
DISCOVERY: Finding the Direction to Facilitate Successful Employment

A process for “building strengths and resetting the GPS” for individuals with significant disabilities
ESSENTIAL ELEMENTS OF A DISCOVERY PROFILE

1. Comprehensive narrative
2. Identifies individual, living situation, family, friends
3. Life experiences
4. Foundation for customized employment plan
5. Owned and approved by job seeker
ESSENTIAL ELEMENTS OF CE JOB DEVELOPMENT

1. Job dev should have prepared pitch
2. Avoid job openings
3. Assist employers in identifying needs
4. Develop a customized plan
5. Negotiate support plan with employer
CORE STRATEGIES

- **Initial Discovery** ($1700)
- **Paid Internships (Expanded Discovery)** ($2200)
- **Job Development** ($4500)
- **Initial Employment Supports** ($2700)
- **Ongoing Employment Support** ($3000/yr)

[SourceAmerica: Pathways to Careers]

[Oakland Community Health Network]

[MRS: Promoting Abilities, Michigan Rehabilitation Services]

[JVSS: Realizing Life's Potential]
PROOF OF CONCEPT SITES

- PARC, Davis County, UT (2012)
- JVS, Detroit, MI (2015)
- ServiceSource, Northern VA (2015)

Participants:
- 70% Individuals with intellectual/developmental disabilities
- 30% Individuals with autism spectrum disorders

Cohorts include:
- Facility based employees
- Medicaid Waiver
- Transition students
- VR referrals
THE VALUE OF PAID INTERNSHIPS

• Provides a more reliable context for Expanded Discovery

• Offers stronger leverage to develop employer “ownership” of supports

• Allows individuals to better establish their interests, conditions and develop skills to be offered to employers
Average Percentage of Facilitator Time Spent Supporting Participants

- **Month 1**: 73.9%
- **2 Months**: 27.06%
- **3 Months**: 11.93%
- **4 Months**: 9.96%
- **5 Months**: 2.23%

Month 1: 73.9%

Month 2: 27.06%

Month 3: 11.93%

Month 4: 9.96%

Month 5: 2.23%
KEY STATS

- Over 200+ Pathways Employer Partners
- 99 jobs offers
- 89 jobs accepted
- Examples of jobs accepted:
  - Printer Field Tech - $15.38/hr/40 hrs week (VA)
  - Machine Operator - $11.11/hr/44 hrs week (MI)
  - Carpentry Assistant - $13/hr/30 hrs week (MA)
  - Teachers Assistant - $12.81/hr/29 hrs week (UT)
JVS-DETOURIT

Jordan at DZ Speedy
CUSTOMIZED EMPLOYMENT RESOURCES

- LEAD Center  leadcenter.org
- WINTAC  wintac.org
- Marc Gold & Associates  marcgold.com
- Griffin Hammis Associates  griffinhammis.com
- ACRE Certification  acreeducators.org
- SourceAmerica  sourceamerica.org
- ODEP  dol.gov/odep/
- Pathway  pathwaystocareers.org
- James Willis  jwillis@jvsdet.org