

The Major Group EXPECTATIONS

Employment and Retention

We want to first thank you for allowing our agency to work with you. In order to help you better understand how our agency works, we have put together this letter of Expectations to help familiarize you with our procedures and expectancies.

Who We Are

We are an organization that works directly with the Department of Rehabilitation. We will be not only working with you, but your counselor, case manager, employer and even guardian (if applicable). In order to provide you with a safe and reputable work environment we must follow rules set in place by the State. The process for Employment and Retention is as follows:

The Process

- **Intake**

During the intake you will be filling out an application on to work with our agency, signing forms and meeting face to face. We will be discussing any work history with you, educational background, transportation issues and the physical and/or mental challenges you have to work around. We do all of this so we can get to know you and build a genuine relationship with you since we will be working with you closely for some time.

- **Your Benefits Planning**

We will be asking you questions concerning your benefits, amount you receive and the name of your payee if it is not you. We ask this solely for the purpose of ensuring the continuation of your benefits. We are not part of your benefits planning team therefore it may be necessary to schedule an appointment with your benefits counselor depending on the type and amount of your benefits. Our job is to learn how much you are earning and what benefits you might receive so we are able to prevent you from earning too much which could potentially place you over the maximum earnings bracket. We will be working out the maximum number of hours and pay you are able to earn while we meet with you and then later, during the job development phase.

- **Assessments**

The state requires us to have you complete 1-2 assessment(s) with our agency to help us determine your work ethics, attitude and aptitude. We are looking for punctuality, how appropriately you dress for the assessment and how well you follow directions and how you are physically able to handle the specified tasks. We do provide transportation to and from the assessment sites and will usually require that you arrive at our office at a specified time so we

are able to take you there. We do not provide transportation to and from your home *only under severe circumstances have we have made an exception.*

- Job Development

Once the assessment is completed we will be working by researching industries, newspaper, networking opportunities, potential employers and various job listings to customize possibilities that match the right position with your strengths. We will not place you in a position that we/you/your counselor might see as harmful or even dangerous. For example, if you have a seizure disorder, we will not place you in a retail store that might sell strobe lights or have sudden loud noises. As an agency, we have requirements and obligations that we are required to meet on behalf of your safety and best interest. We make many contacts per week and not all of them result in employment. However, we will be working to find you the right job and be sure you placement results in a win/wins situation. A Win for you and a Win for your employer.

- Placement

Once we have located a job for you, there is a possibility sometimes of further aptitude testing (by employer) although a required interview is usually the case. We expect you to dress nice and appear on time. Certain circumstances will require an employer to have you first pass a drug test and/or criminal background check. Your Employment Consultant will be working with you and informing you of all of this as you go through our process if applicable.

Your Job Coach, in addition to working closely with you, will also be building a relationship with your employer to ensure combined efforts on your behalf. The Job Coach will also be performing a complete job analysis of that job and identifying with you the skills which are your strengths or need to be improved. Should a discrepancy arise at your place of work, your Job Coach will be serving you as your advocate to the employer and serving the employer by bridging any miscommunication gaps.

- Milestones

The State requires you to go through a series of “Milestones” while you are in the Vocational Rehabilitation (V.R.) program. A Milestone represents a completed segment of your VR case. From your job placement to the day we can successfully close your case, that span of time is ninety days if there has been no work days missed. *However*, the ninety days does not include time spent job developing or waiting on any paperwork so we can begin the development process. Part of the Milestone process will require your Job Coach to be providing much more support at first but will eventually taper back during those ninety days.

What We Expect From You

- To appear at all scheduled appointments or call if you need to reschedule. We are working our own schedules around your needs to please be courteous to ours.

- To dress appropriately and accordingly to the job development situation. Please be clean and ready just in case you are to meet an employer that day.
- To actively participate in the training process with our agency as well as any required by an employer.
- You will need to work out transportation for yourself and with your counselor (if applicable).
- To cooperate with us during the Vocational Rehabilitation process

Training Process

We will work with you prior to your interviews to prepare you for job placement. We know that our clients each have unique challenges and our job is to help you find techniques that will enable you to perform your duties properly. We will offer to provide transportation to your interviews but also understand that sometimes you will want to go alone and we support you in that decision. Some will be able to explain work experience and others might need assistance. Either way, we are here for you.

In Employment and Retention we provide training to you if needed. We do this even more after the initial placement to ensure that you understand your role at your new job and aren't uncomfortable with your duties. We will be working with you closely at first, and will then begin to taper back as to let you be more in control of your job and begin your own independence. During these ninety days that you will be working through the VR program, we will eventually only be checking in with you and your employer periodically after you have been grounded in your new position for some time. It is our job to help you grow more and more independent everyday and confident knowing that even that even if we are not there, we are only a phone call away. Our decisions on how quickly we taper back from your job site will be determined by your ability to independently and consistently perform your tasks.

Fading and Tapering Back

After you have been going through your training process and are beginning to show more and more confidence and independence in your work, your Job Coach will begin to fade back from coaching you. This simply means that rather than working each shift with you, as done in the beginning, your job coach will appear more on a weekly, bi-weekly, then periodic basis. This "fading" and "tapering" will last for a period of ninety days. In addition, we will be requesting a periodic evaluation from your employer which we will be reviewing with you. It is important for you to know how your employer feels you are doing. This is done to encourage you and reveal areas that might need improvement.

Note on Patience

Please be patient with us regarding our process with you. There are many factors involved in finding you work. Not only do we answer to the State, but each client has their own expectations of work for themselves. In an ever changing job market, our goal is to provide you with consistent support and empathy to what you are having to go through as well. Please give us some leeway when we are trying to find the right job for you. We too, have a series of milestones that we must go through in

collaborating with the involved individuals of your case. Our commitment and entire reason for this organizations existence are to help you and other individuals out. So be courteous to those working with and for you and help us by staying positive. If you feel you must vent then we encourage expression of feelings but please do so in an appropriate manner for this office.

In Summary

It is important that we all work together as a team and recognize that each of us have varying strengths and weaknesses. But as a team, we will sharpen each other's skills. We try to be responsive to all of our clientele in a timely fashion but also deal with varying crisis situations that required our immediate attention. You are important to us so if you have an idea that you feel will help you or you wish to suggest companies you are interested in to us, we encourage you to do so. We are not a temporary employment agency and do not have jobs waiting to be filled. We go out and look individually for each job based on your needs, ability, interest, skill and hours requested by your counselor and/or you to work. There are many factors involved when looking for employment. Just remember the effort it has taken you in finding you the right position. Please understand that we have a number of clients at any given time that we are trying to develop work for. Our goal is to not just place you in a job, but to help you succeed by provide you with job support which will ensure that you are able to keep that position. It is our hopes that in time, as we help you to reestablish yourself with work, you will slowly be able to begin reaching some much anticipated goals. Our agency is offering to give you our best and we promise you that we will do this with our best ability.