

The Major Group EXPECTATIONS Supported Employment

We want to first thank you for your interest in working with our agency. In order to help you better understand how our agency works, we have put together this letter or Expectations to help familiarize you with our procedures.

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 parent (s) 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 Supportive Employment is as Follows:

The Process

- **Intake**

During the intake you will be filling out an application to work with our agency, signing forms and meeting us face to face. We will be discussing any work history with you, educational background, transportation concerns and the physical and/or psychological challenges you are dealing with in trying to find a job. We do all of this so we can get to know you and build a genuine relationship with you since it is our duty to work closely with you ensuring that you will be successful in your new position.

- **Your Benefits**

We will be asking you questions concerning your benefits, amount you receive and information regarding the payee solely for the purpose of ensuring that *you will not lose any benefits*. It may be necessary to schedule a meeting with your benefits counselor depending on the benefit type and amount you receive.

- **Assessments**

The state requires us to go through a series of 2 situational assessments to help determine your work ability. We want to be sure that the job we develop for you will not cause you any physical or mental harm. During these assessments we are looking for punctuality, how you are dressed for your appointment, if you are listening carefully to directions and your physical ability to handle these tasks. The Major Group will schedule a time to have you meet a job coach at our office and will then provide the transportation to and from the assessment sites.

- **Job Development**

Once the assessments are completed we will be working by researching industries, using the newspaper, networking, speaking with 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 you, ourselves or your counselor might see as harmful or even dangerous for you. We want to be sure that this is a good transition for you and wish to match your strengths for the right position. 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 your placement results in a win/win situation. 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) though an interview alone might be suffice. We expect you to dress nice and come to your appointment on time. Certain circumstances will require an employer to have you first pass a drug test and/or criminal background check. Your Employment Specialist will be working with you and teaching you this process while they are with you. There should be no reason for you to be misinformed. *If you have any questions about how the process works, it is the duty of your job coach to help you understand all of this.*

Your job coach, in addition to working closely with you, will also be building a relationship with your boss at work to make sure that you are performing satisfactorily at your job as well as helping you learn your position so you are successful. There are many efforts all working hard on your behalf to make sure that you are in a positive situation. They will also be performing complete job analysis of that job and talking to you about the efforts needed to complete the tasks.

· **Milestones**

The State requires you to go through a series of “Milestones” while you are in the Vocational Rehabilitation (V.R.) process. A Milestone is a certain completion of processes that we go through together in order to obtain employment and training for you. Our agency will work closely with you at first and slowly begin to taper off in order to allow for you to prove your work ethic independently. However, you are never alone. You will always be able to call and talk with our

What We Expect From You

- The Major Group expects you to honor the appointments you set with us and to call us if you are unable to attend. We are working our entire schedules around your needs so please be courteous to ours as well. To dress nice and accordingly for the situation.
- Please be clean as and be ready in case you are to meet an employer that day. The way you dress tells us how eager you are to work and you must treat our agency as you would any potential employer.
- To actively participate in the training process with our agency as well as any required by an employer.
- Provide your own transportation to work.

- To cooperate with us during the time we check on your progress after we have faded.

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 with techniques to enabling you to perform your duties successfully. 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 everyone.

As a Supported Employment Client we provide training to you as needed, especially in the first several weeks of your employment. Your job coach will continue to provide onsite training as needed to ensure your success. We will also come up with ideas to help you learn your duties on a per case basis.

However, it is our hope that you will grow more and more independent everyday and be confident knowing 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”. This simply means that rather than working each shift with you, your job coach will appear more on a weekly, bi-weekly, and 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 show areas that might need improvement.

Note on Patience

Please be patient with us in 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 have 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 is in helping you and others 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 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 require 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 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 one of you. The best jobs we find that we feel will be a good fit for you are based on your needs, ability, interest, skill level and benefit needs. Our goal is to place you in a job, help you succeed, provided support to ensure you maintain that position for one year and assist you in fulfilling your personal goals and dreams to the very best of our ability.