## Essential Skills & Resources for Finding, Getting, & Keeping a Job

Leah Lobato, Employer Relations Specialist, Utah State Office of Rehabilitation (USOR)



Work Ability Utah Medicaid Infrastructure Grant # 1QACMS030319

### What is Competitive Employment?

 Defined at the federal level as "work that is performed on a full or part-time basis, averaging at least 20 hours per week for each pay period, and for which an individual is compensated in accordance with the Fair Standards Labor Act (FSLA)" (Federal Register, August 1987, p. 44368)

# Why People with Disabilities are not hired:

(Myths) Higher turnover Excessive absence Less productive Safety risk Too costly or demanding Won't fit in

# Reasons to employ people with disabilities:



More likely to stay on the job 81-93% rated above average in performance Attendance same to better than non-disabled Safety rates significantly lower No effect to cost reported by 90% + of employers Represent an enormous market niche

"Once an overlooked talent pool, people with disabilities are contributing to the American economy in ways never imagined..."

Thomas J. Donohue, President & CEO of US Chamber of Commerce

### Resources

- Vocational Rehabilitation (VR) www.usor.utah.gov
  - Help people with disabilities prepare for work and find a job so they can live independently.
    - Possible services:
      - Counseling and Guidance
      - Medical Services and Treatment
      - Assistive Technology (AT)
      - Training and Education
      - Job Placement
      - Follow-up Services
      - ETC.



### Vocational Rehabilitation

#### Informed choice

a process in which the counselor and client work together to identify and explore options and limitations. The counselor provides as much information as possible to the client so that the client can make decisions that will lead to a successful employment outcome. This process continues throughout the life of the case.

### Informed Choice and Education

- How does informed choice relate to self advocacy skills?
- What skills will a client/student need to participate fully in plan development considering informed choice?
  How can they learn those skills?



### Who May Be Eligible for VR Services?

- A person who has a verifiable physical, mental, or psychological disability, AND
- The Disability creates problems with getting or keeping a job, AND
- The person can benefit from services in terms of an employment outcome, AND
- The person requires VR services in order to be successfully employed.



### VR Transition- Appropriate Referral

- For example, a school counselor might refer:
  - A student with a learning disability or other type of disability served under Special Education
  - A 504 student with a significant physical disability
  - Any other student with a disability which affects their ability to work, including students with mental illness.



### Eligibility VS. Entitlement

- Remember, VR is an eligibility program, NOT an entitlement program.
- Once the student turns 18 they are considered an adult within the VR program, and are granted rights such as confidentiality. They also are considered their own household for 'financial eligibility purposes'
- Anyone receiving SSA disability benefits is considered 'presumed eligible' for VR



**VR** Transition- IPE Development • VR regulations state that Special Education students who are appropriate for VR should be referred and have a VR IPE (Individualized Plan for Employment) written before the student leaves high school. IPE's for 504 students or other students with disabilities may be written at any

appropriate time.



# How do I refer a student for VR or IL services?

• You can refer potential clients through the VR counselor assigned to your school, or any potential client can call the USOR Administration office at (801) 538-7530 or (800) 473-7530 to find out which local office will serve them. The Application for Services may also be printed through the USOR Website at www.usor.utah.gov



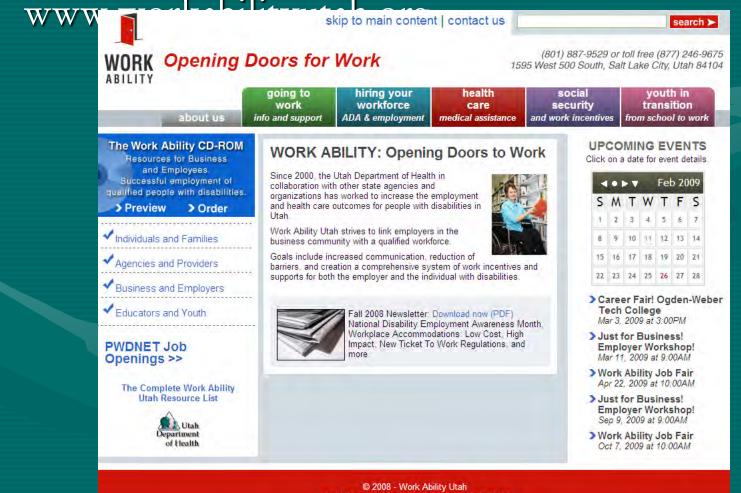
### When Should I Make a Referral?

- Students in a Special Education program should be referred early enough that eligibility can be determined and IPEs written before they leave school.
- Other students should be referred no later than the beginning of their last year in school.
- Students who have special needs related to jobs may need to be referred earlier
- School VR counselors can attend IEPs for students before they are VR clients as individual schedules allow



### Resources

#### Work Ability Utah



1595 West 500 South Salt Lake City, Utah 84104 (801) 887-9529 or toll free (887) 246-9675 Work Ability Utah is a Medicaid Infrastructure Grant funded by the Centers for Medicaid and Medicare Services, 11-P-92406-8/03.

### Resources

### Work Ability CD





#### BUSINESSES HIRING PEOPLE WITH DISABILITIES

**EMPLOYER ETIQUETTE** 

#### 01

AMERICANS WITH DISABILITIES ACT (ADA) OVERVIEW ADDITIONAL RESOURCES

Major life activities include hearing, seeing, speaking, breathing, performing manual tasks, walking, caring for oneself, learning or working.

**EMPLOYER TOOL KIT** 

**ADA OVERVIEW** 

**BENEFITS & OPPORTUNITIES** 

An individual must be qualified to perform the essential functions of a job, with or without reasonable accommodations.

TESTIMONIALS

**ADA OVERVIEW** 

**BUSINESS RESOURCES** 

Essential functions are critical tasks that an employee or applicant needs to be able to perform. An applicant or employee must satisfy the employer's job requirements for educational background, employment experience, skills, licenses, and any other standards that are job related. And they must be able to perform those task with or without reasonable accommodations.

Reasonable accommodation is any modification or adjustment to a job or the work environment that will enable a qualified applicant or employee with a disability to participate in the application process or to perform essential job functions.

An employer does not have to give preference to a qualified applicant with a disability over other applicants. The employer is free to select the most qualified applicant available and to make decisions based on reasons unrelated to a disability.

### Resources

- Department of Labor- In Utah, The Department of Workforce Services (DWS) -<u>www.jobs.utah.gov</u>
  - We provide employment and support services for our

#### Department of Workforce Services

for Job Seekers for Employers

for Information and Services

About DWS

Appeal

**Child Care** 

Unemployment Insurance

#### Job Seekers

- O Find a Job
- O Electronic Job Board
- O Job Fairs
- O Search for Child Care
- O Economic Information
- O Careers.utah.gov
- O Job Seeker Guides
- O Training Services
- Utah Careers with a Future! (Targeted)
- O Resources for Laid-off and Dislocated Workers

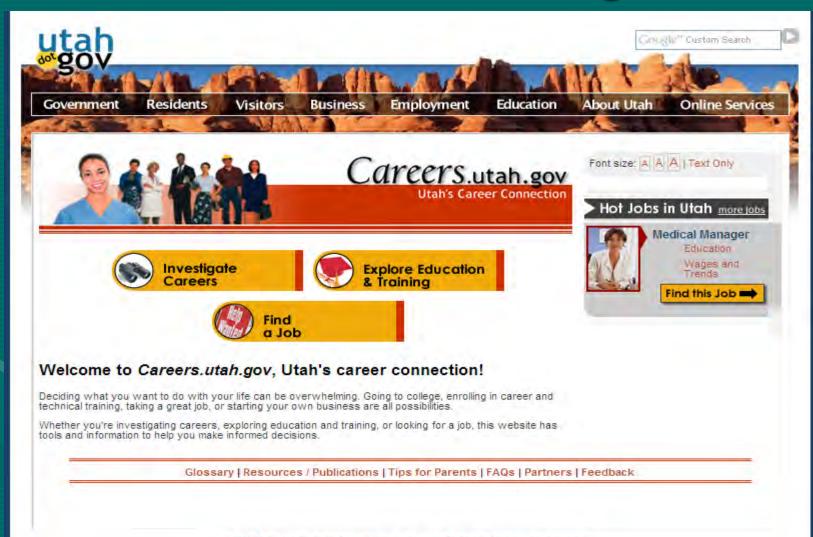
 File an Unemployment Claim / Unemployment Insurance Benefits
 File an Appeal

- O Career Center
- O Gareer Gente
- O Just for YOUth
- O Utah Cares
- O Workshops
- O Find an Employment Center
- O Hire Vets First

### DWS- For Job Seekers

Find a Job - Master Application - Other Job Search tools - Classified Ads Electronic Job Board - Can search by area, shifts, etc Job Fairs Economic Info

### www.careers.utah.gov



Site Map | Contact Utah.gov | Terms of Use | Policies | Feedback | Awards Copyright © 2006 State of Utah - All rights reserved.

## Job Seeker Guides

#### Cover Letter

- Grooming
- Interview Techniques
- Job Application
- Job Success Skills
- Look for a Job
- Resume
- Skills Identification
- Tips for Teens
- Tips for Finding the Right Job

### Tips For Teens



#### How to Get and Keep a Job



Networking – Tell everyone you know that you are looking for a job. Most job openings are never advertised and are filled by a word-of-mouth referral.

- Employment Centers Department of Workforce Services Employment Centers provide excellent help for finding a job and providing other resources for your job search.
- Businesses Is there a company or business where you would like to work? Contact an employer directly. Talk with the person who would supervise you even if they are not currently hiring. Some employers keep applications on file for future openings.
- Government Federal, state, and local government offices list a wide range of jobs. Programs for youth, such as internships, are targeted to help teens get started in the workforce.
- Newspapers Classified "Help Wanted" ads list various job openings.
- Internet Check on-line listings and business websites. Many employers advertise openings only on-line. Check out jobs.utah.gov
- Schools Counseling offices may have employment opportunity information. Some schools have job fairs.

### Utah Careers with a Future eSkills – www.jobs.utah.gov/eskills

eSkills Home	
eSkills Occupational Information	
Accountants 13-2011.01	
5	
Department of Workforce Services	0

1	Utah Occupational Report	
2	CareerOneStop	Original View
2	Occupational Profile	Graph View
3	Occupational Summary Report	
4	Occupational Details Report	
5	Detailed Work Activities	Excel Chart
6	Tools & Technology Summary	Excel Chart
7	Task Frequency Report	Excel Chart
8	Task Importance Report	Excel Chart
9	O*NET Information	What is O*NET Online?
		O*NET Endorsers
10	Resources DWS	ation Training Providers S Careers With a Future IET Toolkit for Business Job Description Writer

### Career Ladder- www.jobs.utah.gov/careers/generic

Build	<b>your own</b> Career Ladder

		Occupation Average entry wage per hour: <u>\$ Required training/experience:</u> Target completion date:	
		Training institution:	
	Required training/expe Target completion date	Funding:           er hour:           \$	
Decupation Average entry wage per hour: § Required training/experience: Target completion date: Training institution: Funding:		NOTES:	

Required training/experience:

### Career Center

• Employment - Occupational Outlook - Job trends • Resources • Careers- Utah Career Guide - Examples in next few slides Training and Education - Various resources

Utah Careers Magazine http://jobs.utah.gov/opencms/wi/pubs/adultcareerguide/

# UTAH CAREERS

A JOB-HUNTING AND CAREER GUIDE FOR ADULTS

FIND AN OCCUPATION THAT MATCHES YOUR INTERESTS AND WORK HAPPILY EVER AFTER... CAREER CHART: SEE WAGES AND OUTLOOK FOR OVER 300 UTAH OCCUPATIONS

> UTAH'S HOTTEST JOBS

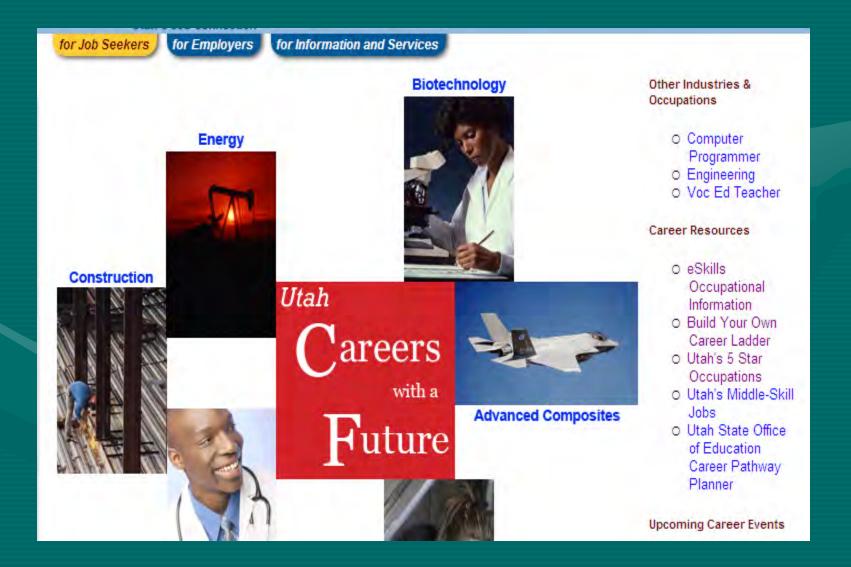
## Career Voyages

	areer av ages	bod jobs better pay brighte	r future	
search:	You are here	HOME		Español 🛛 🍃 Print Versio
industries	students	parents	career changers	career advisors
Advanced Manufacturing				
Aerospace	the ultima	te road tri	p to career s	uccess
Automotive				
Biotechnology	growth jobs with b	etter wages and a b	n demand by knowing abo righter future.	ut nign
Business Management and Administration	To the other states			troop change out
Construction	students			areer changers tart here to see
Education	Start here to begin planning your trip!		iL	ist what a new iture may hold!
Emerging Industries			II.	ndre may noidi
Energy	200 - Sa - 20	8		
Health Care	STALL A			
Horneland Security	85.	The sale to be		A CONTRACTOR
Hospitality	parents	141 N. W.	2 Maria	career advisors
Information Technology	Start here to h them out on th	elp		Start here to help them map out a
Retail	road to succes	ssi		plan!
Transportation				12 0 20)
other stuff				Starte -
what's new 2/27/09			Image courtesy of Keith D. 1	ylar
career videos				
career compass	Apprenticeship Co	ommunity Colleges	-Year Colleges Certifi	cations Other Options

### Utah Cares www.utahcare.org



### Utah Careers with a Future



## Just for Youth – www.justforyouth.utah.gov

JUST FO	OR YOUTH	es Foster Youth Foster Parents	Crisis Info Comments A-Z Index
Home Education Employment Housing Finances Health Food & Nutrition	Just For Utah Youth It's about YOUth Newsletter R	ead Fall Edition!	Foster Youth Foster Care Information, Contacting Your Caseworker, Message Board Youth With Disabilities Training, Information, Message Board Training, Information Foster Parents Training, Information, Message Board
<ul> <li>Mental Health</li> <li>Substance Abuse</li> <li>Pregnancy &amp; Parenting</li> <li>Transportation</li> <li>Social</li> <li>Legal</li> <li>Foster Parents</li> <li>Foster Youth &amp; Alums</li> </ul>	Education Colleges and technical programs, steps for applying, financial aid Housing Apartments and roommates, housekeeping tips	Employment Career planning, job isstings How can my business become a Door Opener? Finances Budgeting your money, Banking, & Credit	Health Healthy Living Health issues, clinics, first aid, insurance Food & Nutrition Health issues, clinics, first aid, insurance Substance Abuse & Mental Health Health issues, clinics, first aid, insurance
> Youth With Disabilities	Pregnancy & Parenting Resour Parent Transportation Drivers transp	Social Social Local activities and volunteer opportunities Legal Legal Low-cost legal help, what happens after you're arrested,	

court information

### DWS- For Job Seekers

#### • Workshops

- C.O.P.E Communication, Organization,
   Problem Solving, Esteem 5 day
- Interviewing Skills
- Parenting that Works
- Resume Building
- Find an Employment Center
  - By zip code search

### DWS – For Information and Services Publications

- <u>http://jobs.utah.gov/opencms/wi/pubs/pub</u> <u>licat.html</u>
  - Trendlines
  - Utah Careers
  - Utah Careers Supplement for Women
  - Utah Careers Supplement for Older Workers
  - Utah Careers supplement for Teens
  - Job Trends
  - Occupational Wage Tables



### Resources



### Choose To Work

- A service to employers & individuals with disabilities provided cooperatively between The Utah State Office of Rehabilitation and The Department of Workforce Services.
- Provided through Employment Specialists working to connect employers with job opportunities to job ready individuals with disabilities

### Resources

### • Disability Mentoring

- Promotes career development for students and job seekers with disabilities through job shadowing and hands-on career exploration.
- Creates a pipeline of qualified workers from which employers can recruit.
- Employers have an opportunity, as volunteer mentors, to learn more about the experience of disability, assist students and job seekers to make career choices and offer internships.

### Employer Networks

- Active business connections built through relationships with employers.
- Employer's who have made a commitment to hiring and retaining people with disabilities.
  They are aware of USOR/VR services and the supports we can provide on both the business side and client side.

### Utah's Employer Network

#### **GENERAL POPULATION**

- PWDNET (People With Disabilities Network) is a resource available for employers to post job openings and for job seekers to find those job openings. The purpose of this network is to link employers and job seekers who have disabilities.
- Network employers have training and supports to understand how to recruit, hire and retain individuals with disabilities. They are dedicated to this qualified workforce. Job Seekers can be confident the employers have knowledge about disability issues and understand accommodations within the entire employment process.
- For further information, contact Leah Lobato at (801) 538-7964 or at <u>leahlobato@utah.gov</u>.

## www.usor.utah.gov



#### Home

Apply for Services

Division of Rehabilitation Services

Division of Services for the Blind and Visually Impaired

Division of Services for the Deaf and Hard of Hearing

Independent Living

USOR Employer Network Listings

Links

### USOR

The official website of the Utah State Office of Rehabilitation

Welcome to the Utah State Office of Rehabilitation. Our mission is to assist eligible individuals in obtaining ment and increasing their independence.

#### Site Map Accessibility Contact

#### News

Some Office Hours Have Changed.

2008-08-04

#### More news...

	**		Ma	rch 2	009	,	>>
9	Su	Mo	Tu	We	Th	Fr	Sa
1	L	2	3	4	5	6	7
ε	3	9	10	11	12	13	14
1	15	16	17	18	19	20	21
2	22	23	24	25	26	27	28
2	29	30	31				

#### Upon opening categorizes by date posted.

#### USOR Employer Network

USOR has formed a close relationship with many employers and has helped cultivate connections through them that are not only "disability aware" but can also be considered friendly towards job-seekers with disabilities. The window below contains jobs that are currently open with employers who are part of this network.

	Job Search Referrals S	eeker Info	Suploymen	t Education Skills/Equipm	ient Veteran	
	earch results? You can save this se search, click the Close button belov arch Results	arch		ge so you can run it when you searc	200 / 100 000 000 000	
751 item	s found, displaying 1 to 30.[ Job Title		.5, 6, 7, 8 ate Posted	[Next/Last] Location	Starting Salary	
UPDATED	IS Intern Student	8549707	09/27/2007	WEST VALLEY CITY, UT, 84120	Negotiable	
UPDATED	Health Promotion Educator	8549706	09/27/2007	WEST VALLEY CITY, UT, 84120	Negotiable	
UPDATED	Care Management Intake Coordinator - Sel	8549705	09/27/2007	WEST VALLEY CITY, UT, 84120	Negotiable	
UPDATED	Application Systems Specialist - Associa	8549704	09/27/2007	WEST VALLEY CITY, UT, 84120	Negotiable	
UPDATED	Revenue Integrity Specialist - Physician	8549703	09/27/2007	ST GEORGE, UT, 84770	Negotiable	
UPDATED	Registered Nurse - Central Staffing - Ni	8549702	09/27/2007	ST GEORGE, UT, 84770	Negotiable	
UPDATED	Physical Therapist Assistant - Per Diem	8549701	09/27/2007	ST GEORGE, UT, 84770	Negotiable	
UPDATED	Patient Service Representative III	8549700	09/27/2007	ST GEORGE, UT, 84770	Negotiable	
UPDATED	Orderly - Operating Room	8549699	09/27/2007	ST GEORGE, UT, 84770	Negotiable	
UPDATED	Nurse Assistant (CNA) - Same Day Surgery	8549697	09/27/2007	ST GEORGE, UT, 84770	Negotiable	
UPDATED	Nurse Assistant (CNA) - Central Staffing	8549696	09/27/2007	ST GEORGE, UT, 84770	Negotiable	
UPDATED	Nurse Assistant (CNA) - Cardiovascular -	8549695	09/27/2007	ST GEORGE, UT, 84770	Negotiable	
UPDATED	Medical Assistant - Southern Utah Behavi	8549694	09/27/2007	ST GEORGE, UT, 84770	Negotiable	
	Medical Assistant - Dixie	8540603	00/27/2007	ST GEORGE LIT 84770	Negotiable	

#### By clicking on any blue type you can change options. Click on Job Title and list is alphabetized.

#### **USOR Employer Network**

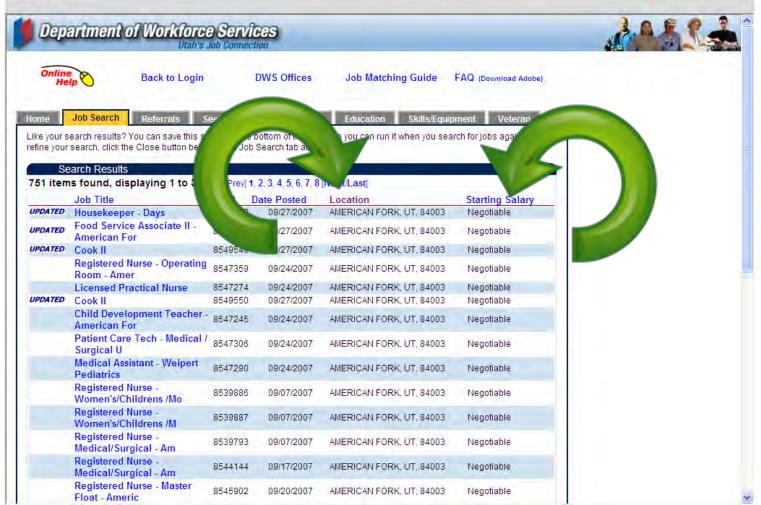
USOR has formed a close relationship with many employers and has helped cultivate connections through them that are not only "disability aware" but can also be considered friendly towards job-seekers with disabilities. The window below contains jobs that are currently open with employers who are part of this network.

Onlin He	Back to Login		DWS Offices	Job Matching Guide F	AQ (Download Adobe)	
me ke you. fine your Se	ou can save this se e Close button below			ge so you can run it when you searc		
	s fo d, displaying 1 to 30.		2, 3, 4, 5, 6, 7, 8 ate Posted	[Next/Last] Location	Starting Salary	
PDATED	Account Manager - Central	8549573	09/27/2007	MURRAY, UT. 84107	Negotiable	
PDATED	Laboratory - I Accountants	8527111	08/10/2007	OREM, WV, 84097	\$17.00 Hourly	
DATED	Accounts Payable Specialist	8549638	09/27/2007	SALT LAKE CITY, UT, 84123	Negotiable	
DATED	Analyst, Operating Systems	8509137	07/05/2007	SALT LAKE CITY, UT, 84190	Negotiable	
DATED	Anesthesia Tech	8549617	09/27/2007	PROVO, UT, 84601	Negotiable	
	AP Laboratory Education Coordinator	8544074	09/17/2007	MURRAY, UT, 84123	Negotiable	
DATED	Application Systems Specialist - Associa	8549704	09/27/2007	WEST VALLEY CITY, UT, 84120	Negotiable	
	ARC Collector	8543303	09/14/2007	WEST VALLEY CITY, UT, 84123	Negotiable	
	Area Manager	8542107	09/12/2007	PARK CITY, UT, 84060	\$30,000.00 Yearly	
	Area Manager	8537116	08/31/2007	PARK CITY, UT, 84060	Negotiable	
	Asset Protection	8509477	07/06/2007	SALT LAKE CITY, UT, 84107	\$5.15 Hourly	
	Assistant Front Office Manager	8544709	09/18/2007	PARK CITY, UT, 84060	\$14.00 Hourly	
	Assistant Medical Director	8541380	09/11/2007	SALT LAKE CITY, UT, 84190	Negotiable	
	Immunology					
PDATED	Immunology Athletic Trainer	8549581	09/27/2007	OGDEN, UT, 84402	Negotiable	

# You can also sort by location and starting salary...

#### USOR Employer Network

USOR has formed a close relationship with many employers and has helped cultivate connections through them that are not only "disability aware" but can also be considered friendly towards job-seekers with disabilities. The window below contains jobs that are currently open with employers who are part of this network.



### Resources

- Career Preparation and Job Fairs
  - Work Ability Career Preparation and Job Fair
    - Wednesday April 22, 2009 10:00 a.m. 2:00 p.m.
    - Sanderson Center of the Deaf and Hard of Hearing 5709 South 1500 West Taylorsville, UT 84123
    - Please Contact: Leah Lobato Employer Relations Specialist (801) 538-7964 or email leahlobato@utah.gov

### General

- Positive Attitude.
- Punctual.
- Good Attendance.
- Follow policies and procedures.
- Be willing to listen.
- Learn all you can about the job and meet expectations.

#### • Communication

- Be prepared for communication with supervisors. Check in...
- Be a team player communicate with your coworkers.
- Ask for help when you need it.Follow proper chain of command.

#### Personal

- Prior to starting try to have most of your personal appointments completed.
- Be willing to learn.
- Make new friends.
- Be clean and well groomed create the image!
- Keep personal life and problems at home.
- Be patient with yourself and your employer.
- Volunteer.

• Getting along with others.

- Do not express your opinions, biases or prejudices about others while at work.
- Accept criticism as constructive.
- Always be friendly.
- Notice who your boss relies on and model yourself after them.
- Find a mentor.
- Treat everyone with courtesy and respect.
- Keep emotions under control.
- Show appreciation.
- Strive to be positively recognized.

# How Can Students Best Prepare?

- Begin planning in High School for the transition to work.
  - Use educators and natural supports for assistance in identifying programs in their high schools.
    - Use the IEP process to help make the connections and plans to facilitate the transition.
  - Utilize agencies that assist in job identification and job services.
  - Be your own ADVOCATE!

### What Can Families Do?

- Assist with identifying the appropriate employment to pursue.
- Encourage your young adult to assume household tasks, work part-time, and/or assume volunteer positions.
- Relate the "real world" to the "school world"
   compare tasks at work to tasks at school.

### What Can Educators Do?

Provide a variety of work experiences for young adults while they are in high school.
Discuss competitive employment at an early enough stage that timely and appropriate actions are taken to reach the goal.
Think about how you run your classroom...

You are the supervisor in your classroom.
Can you model the class after the "working world?"



# -Thank you for your time!



Work Ability Utah Medicaid Infrastructure Grant # 1QACMS030319

## **Contact Information** Leah Lobato Employer Relations Specialist, USOR 1-800-473-7530 801-538-7964 250 E. 500 S./P.O. Box 144200 Salt Lake City, UT 84114-4200 leahlobato@utah.gov www.usor.utah.gov