

EFFECTIVE VOCATIONAL COUNSELING AS A PATH TO LONG TERM VOCATIONAL SUCCESS

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1:45 p.m.-2:45 p.m.

AUDIENCE POLL

- Checking in to see who we have in our audience today:
 - Case Manager
 - Nurse
 - Physical Therapist
 - Speech Therapist
 - Occupational Therapist
 - Recreational Therapist
 - Vocational Counselor
 - Job Coach
 - Psychologist
 - Social worker
 - Rehabilitation Service Technician
 - Direct Care Staff
 - Survivor
 - Family member of a survivor
 - Other

PROGRAM OVERVIEW

- Vocational assessment protocol
- Vocational counseling expectations
- Process to move clients towards self advocacy
- Job coaching methods
- Employer intervention
- Plan for a successful community placement

LEARNING OBJECTIVES

- List the 4 steps in the process for a successful vocational evaluation/counseling experience.
- Enhancing self advocacy for persons served by identifying 3 ways in which individuals can advocate for themselves.
- List the 3 methods for effective job coaching and 3 methods for employer intervention.
- Describe 3 steps that help contribute to a successful community placement.

INTRODUCTION TO VOCATIONAL REHABILITATION



INTRODUCTION TO VOCATIONAL REHABILITATION

- Vocational Assessment
- Vocational Counseling Sessions
- Participation in supported employment or volunteer opportunities
- Community Placement with job coaching assistance
- Direct Community Placement
- Assistance with Educational Goals

VOCATIONAL ASSESSMENT

- Clinical Vocational Interview
- Selecting the right assessments
- On the job evaluations
- Writing recommendations

CLINICAL VOCATIONAL INTERVIEW

- Approach each client on an individual basis.
- No general rule that if a client presents with this injury, follow this approach.
- Clients need to be assessed based on their needs, interests and background.
- Ask all of the right questions during an interview so that an appropriate vocational approach can be developed.

CLINICAL VOCATIONAL INTERVIEW GENERAL

- D.O.B. and D.O.I.
- If client is receiving SSI, SSDI or Wage Loss
- Any licenses or certifications that are held
- Languages they speak
- Citizenship
- Date they were last employed
- If they are enrolled in school or training or have plans to enroll

CLINICAL VOCATIONAL INTERVIEW MEDICAL

- Current medical treatment
- Name of treating physician and frequency of appointments
- Anticipated surgeries or medical evaluations
- Medications
- Physical restrictions per physician and client
- Impact of the injury
- Non related health problems
- Previous surgeries

CLINICAL VOCATIONAL INTERVIEW EDUCATIONAL BACKGROUND AND WORK HISTORY

- Pre- and Post Injury
- Name of employer, dates of employment, job title, job duties, wage, reason for leaving
- Military Experience
- Name of High School
 - Did client graduate
 - Mathematics classes taken
 - Vocational classes
 - Business classes
- If involved in special education or any problems with reading and writing
- If there was any vocational training following high school
- College
 - When, where, number of credits, GPA, Degree

CLINICAL VOCATIONAL INTERVIEW OTHER DETAILS

- **Computer Skills**
 - Use of internet, email, Microsoft Office, typing speed
- **Legal History**
- **Interests**
 - Asking questions to explore, hobbies, interests, values, strengths, challenges and goals

AUDIENCE POLL

- A felony conviction will prevent you from being considered for employment?
 - True
 - False

VOCATIONAL TESTING

- Wide Range Achievement Test-4
- O*Net
- Picture Interest Career Survey
- Job Survival and Success Scale
- Work Readiness Inventory
- Barriers to Employment Success Inventory
- Job Search Knowledge Scale
- Career Ability Placement Survey
- C.I.T.E. Learning Styles

ON THE JOB EVALUATIONS

- Measured daily by the treatment team in a supported employment program
- Job coaching provided on a community based worksite
- Observation of a client in a volunteer position

WRITING RECOMMENDATIONS

- What vocational assistance will this client require?
 - Resume, cover letter, references, basic job seeking skills, interview skills, follow up skills and how to advocate for self on a community based worksite.
- Will the client require additional training and if so, what training would be appropriate?
- Is the work that the client is qualified for within their current interests?
- What accommodations may be needed on a community based site?
- Is a work training program an appropriate recommendation?
- Is the client aware of his/her deficits?
- What type of job does the client qualify for based on the education, work history, training and limitations?

AUDIENCE POLL

- An individual is appropriate for competitive community employment in all of the following situations except:
 - A. They require job coaching on a short term basis
 - B. They are qualified for the job in which they are applying
 - C. We do not anticipate being able to fade job coaching in the future
 - D. They can perform the job with or without reasonable accommodations

STRUCTURE OF VOCATIONAL COUNSELING SESSIONS

- Vocational counseling sessions can take place on an individual or group basis.
- With my approach, I typically perform 1:1 sessions aimed to meet each client's specific needs.
 - The exception to this is that I offer group vocational counseling sessions during our pediatric summer program. This is designed to help youth ages 14-18 with an interest in working build pre-vocational skills in a group setting. It allows them to work on building communication skills and team work.
- Sessions typically take place 1-2 times per week for 1-2 hours per session.
- Sessions provide career exploration, building soft skills, job readiness skills, enhancing computer skills, teaching application and interview skills.
- Clients are taught the importance of advocating for their self on a community worksite or receiving assistance on site from the vocational team

VOCATIONAL COUNSELING TOOLS CAREER EXPLORATION

- Knowdell Card Sorts
- Occupational Interests



VOCATIONAL COUNSELING TOOLS CAREER EXPLORATION

- Knowdell Card Sorts
- Career Values



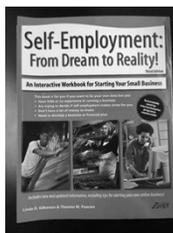
VOCATIONAL COUNSELING TOOLS SOFT SKILLS TRAINING

- Soft Skills Solutions work books
 - How You Act And Dress Matters
 - Lead with Integrity! Leadership and Ethics
 - Play Nice and Stay Employed! Workplace Relationships and Conflict Negotiations
 - Stepping Stones to Success-Goals and Attitude
 - Wake Up and Work! Keys to Self-Management
 - Demonstrate Your Value Through Collaboration! Teamwork and Motivation
 - Make Yourself Heard! Professional Communication Skills

VOCATIONAL COUNSELING TOOLS COMPUTER TRAINING

- Typing tutorials
- Internet browsing and safety
- Instruction on sending and receiving attachments
- Detailed instruction on how to use Microsoft Office

EDUCATION ON MICROENTERPRISES



VOCATIONAL COUNSELING TOOLS JOB SEARCH/APPLICATION SKILLS

- Directions for how to compose an effective cover letter, resume and list of references.
- Training for how to organize a job search/Job Log Forms
- Creating an application cheat sheet-All the answers you need for filling out applications
- Reputable job seeking sites to utilize
- Instruction for how to complete applications both online and in print.
- The process for making follow up calls and facilitating interviews when possible

POSSIBLE VOCATIONAL PATHS

Supported Employment

- Receives constant job coach supervision
- Lower standards for production, speed, accuracy, etc.
- Builds physical and mental stamina and endurance
- Gives an idea for accommodations that may be required in the community

Competitive Employment

- Can require job coaching assistance initially, however, eventually job coaching is removed
- Can allow for intervention/follow up with employer
- Accommodations can be put in place

ENHANCING SELF ADVOCACY

- A client can learn how to advocate for themselves on a community based worksite
- If someone is not comfortable advocating for themselves, then they can have a Vocational Counselor intervene on their behalf
- Client's should be aware of accommodations that are available on a community based site and how to request accommodations.

AUDIENCE POLL

- You must disclose your disability to an employer?
 - True
 - False

ACCOMMODATIONS AVAILABLE UNDER THE ADA

- Job coaching assistance
- Set work schedule
- Structured break schedule
- Keeping a note book
- Having the employer provide a checklist of work tasks
- Only being assigned to certain work zones
- Any feedback given to the client be provided in a written form
- Open communication with vocational team

WHO IS PROTECTED UNDER THE ADA

- Qualified individuals with disabilities
- A person has a disability if he has a physical or mental impairment that substantially limits a major life activity
- Individuals who have a record of or are regarded as having a substantially limiting impairment
- The impairment must be substantial, this protection does not cover minor impairments

The ADA prevents employers from discriminating against applicants based on the applicant having a disability.

An employer does not need to provide an accommodation if it would provide an undue hardship.

Undue Hardships

Examples

Accommodations that are very costly
Accommodations that would alter the nature or operation of the business

Solution

If an undue hardship is present, try to determine another accommodation (find another source to pay for the accommodation)

ASSISTANCE WITH IDENTIFYING A REASONABLE ACCOMMODATION

- EEOC
- Vocational Rehabilitation Counselor
- State or local organizations providing services to individuals with disabilities
- Job Accommodation Network-this is a free consultant services that provides assistance to employers providing reasonable accommodations. The telephone number is 1-800-526-7234.

DOES THE EMPLOYER MEET THE REQUIREMENTS TO ADHERE TO THE ADA?

The part of the ADA enforced by the EEOC outlaws job discrimination by:

- All employers, as of 1994, including State and local government employers, with 15 or more employees

ADA GUIDELINES

Job discrimination against people with disabilities is illegal if practiced by:

- private employers
- state and local governments
- employment agencies
- labor organizations
- labor-management committees

REQUESTING ACCOMMODATIONS UNDER THE ADA

- You do not have to disclose to an employer that you have a disability.
- It is often recommended that you do not disclose your disability until after you have been offered and accepted employment.
- If you do not disclose that you have a disability, you can later request accommodations at any time.

AREAS OF ACCOMMODATION UNDER THE ADA

- Acquiring or modifying equipment or devices
- Job restructuring
- Part-time or modified work schedules
- Adjusting or modifying examinations, training materials or the application process
- Providing readers and interpreters
- Making the workplace readily accessible to and usable by people with disabilities

METHODS OF EFFECTIVE JOB COACHING

- Job coaching should be designed to help enhance a client's level of independence and to contribute to their overall vocational success
- Job coaching and assistance should be provided based on the clients level of support needed and their learning style.
- Job coaching assistance should be faded when possible
- A job coach should be prepared to assist with completing the job if needed
- Job coaches should look for ways to increase a client's effectiveness
- Job coaches should intervene with the employer if needed and assist with building a strong relationships so that in the event difficulty arises, it can be addressed

METHODS FOR EMPLOYER INTERVENTION

- Regular meetings/phone calls with the employer to monitor progress and address any concerns that may arise
- Employer intervention can occur at any phase of the employment process
- Contact should be maintained with the client to ensure that any work site concerns that may arise are addressed

INCREASE YOUR CHANCES FOR VOCATIONAL SUCCESS

- Apply to a minimum of eight to ten positions per week
- Follow up with all employers to whom you apply
 - This will confirm your application has been received
 - Keep your name fresh in the mind of the employer
 - Confirm your strong interest in the position
- At times, this can facilitate setting up interviews

FACTORS THAT CONTRIBUTE TO VOCATIONAL SUCCESS

- A multidisciplinary team based approach
- Providing a socially inclusive work environment
- Having social interactions on the job
- Focusing on the individuals strengths

CASE STUDIES



ANY QUESTIONS



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