

EVERY person EVERY job: An AT Approach to Employment



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History of Employment Services

Vocational Center  Employment Services

State of Arizona's mindset on Vocational Centers changed

Supported Employment is used to support individuals with significant disabilities through job skill development, placement, assessment and follow up.

Future of ES

What changes will be coming?

- CMS & WIOA - shortens training time
- Center Based Employment (CBE) is time limited
- The difference between Center-Based (CBE), Group-Supported (GSE) and Independent-Supported (ISE)
- Minimum Wage (Prop 206) - increasing the need for AT

What will those changes look like in the workplace?

What is the reality of independent employment?

Self advocacy

Mobility

Motivation to work

Adapting the environment

Remembering steps

Time management

Starting and ending job tasks

Skills for Interpersonal Communication



I have the “SMARTS”

Assistive Technology (AT): a brief description

Assistive Technology (AT) is any item, piece of equipment, software program or product system that is used to increase, maintain or improve the functional capabilities of a person with disabilities (IDEA 2004).

AT helps people who have difficulty communicating, reading, writing, walking, remembering, learning, hearing, seeing, eating and so much more!

In terms of employment, AT helps people learn the skills to obtain and maintain a career.



The AT Mindset

Increasing the productivity for an individual vs. meeting the productivity of a particular job

How can you intervene or prompt less?

What tools can be implemented to remove or reduce prompts?

Complete support staff task analysis



Support Staff Task Analysis

SUPPORT STAFF TASK ANALYSIS

Staff Name: _____ DATE: _____

Member Name: _____

Area of Need (communication, independence, employment): _____

Time	What is member doing?	What are you doing to help or support the member in any way?	What else have you tried to get the member to do task independently? (list interventions)	How can the member do it without you? (for each intervention tried)
7:15	Walking into building	Carrying member's things	Member carries items occasionally if handed them	Member may need a backpack or bag Have family hand items/bag to member before entering the building
7:30	Entering room and getting settled	Told member where to sit and put his things away	Waited for member to go sit down Guided member to seat Member refused to sit down	Point to the seat Move the seat closer Put name on seat Show pictures of steps Change person he/she is sitting next to
8:15	Breakfast	Picked up envelope and ordered breakfast for member	Member walks with me to get envelope	Let member ask for own envelope Let member go to café to order own breakfast – use kiosk

Role of AT in ES

Universal Design Approach

Task driven solutions

Environmental setup

Making available meaningful and fulfilling employment opportunities

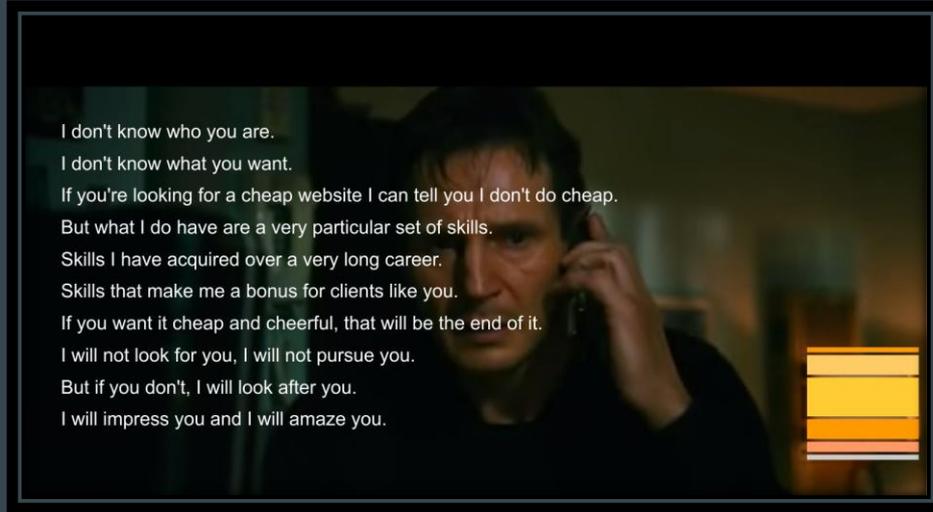


Skill building

Simulate products to trial for members to try a variety of jobs

Try jobs until person says 'I don't want to anymore'

Everyone is able to attempt training for any available job regardless of perceived ability



Case study: Susan

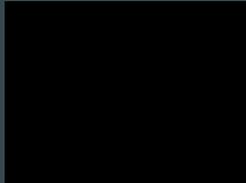
Before AT Mindset

Relied on staff to guide her to bathroom

Refusal to work

Absenteeism

Hourly wage in cents



After AT Mindset

Independently locate bathroom

Increase in amount of hours work

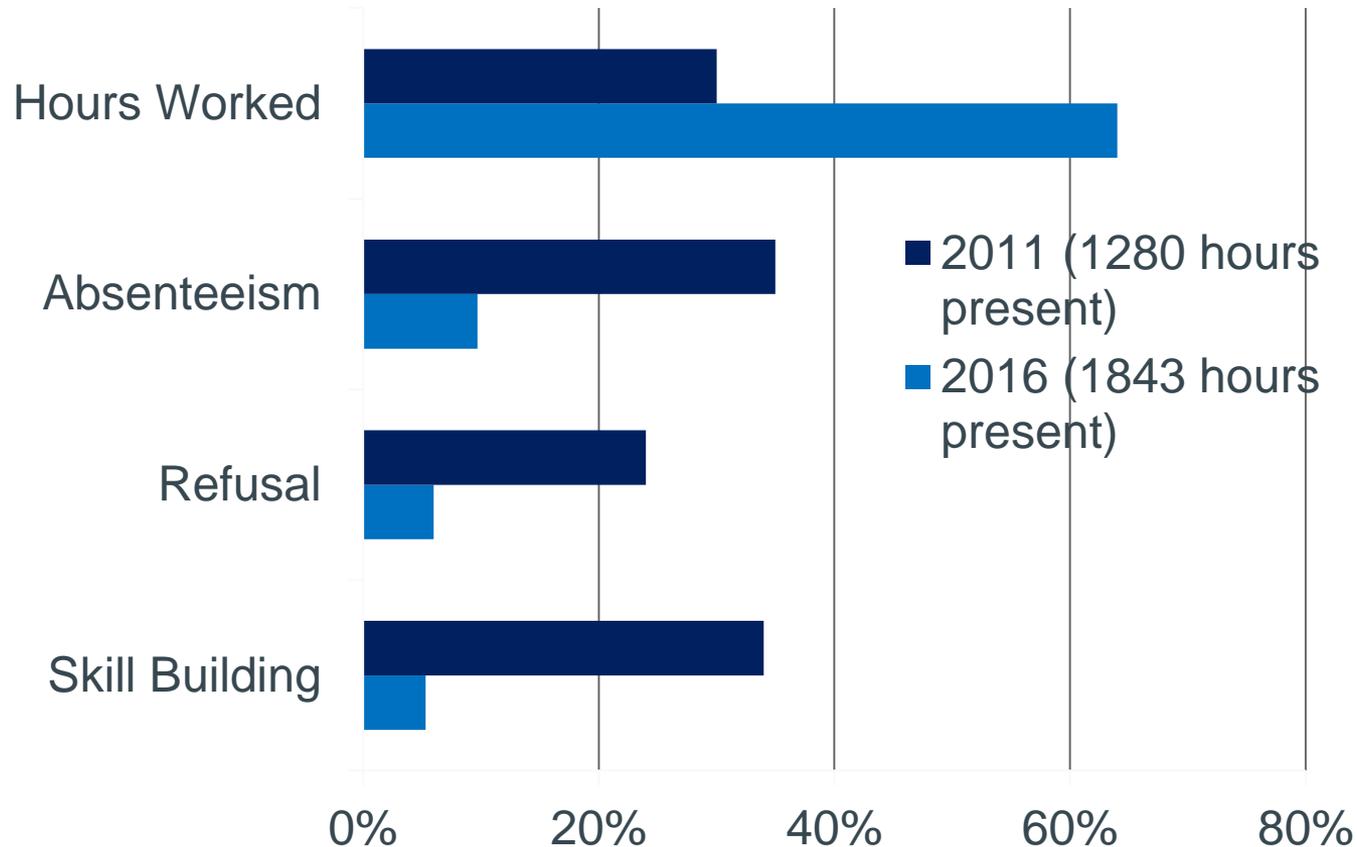
Increase in completed pieces of work
(productivity)

Increase in motivation to work

Hourly wage in dollars

Increase in complexity of work

Susan's Body of Work: Before AT (2011) & After AT (2016)



Pay
2011: \$0.11/hr
2016: \$2.08/hr

Pieces completed
2011: 14,723
2016: 111,099

The Process

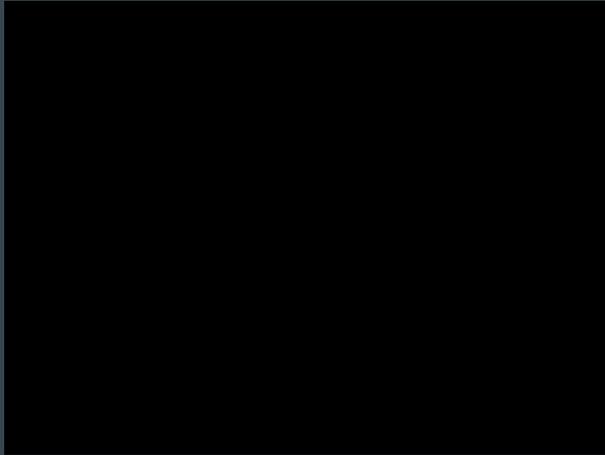
- Present job with steps* that promote the most efficient use of procedural memory
- Identify the struggle in completing the job
- Develop a tool to support the task
- Monitor through observation, video and quarterly reports (data)

*steps are created through the process of time study

using multiple “typical” individuals to perform at industry standard



Jessica & Cardionet



The Struggle



Trials



The Solution

Resources

AZ WIOA: <https://des.az.gov/services/employment/workforce-innovation-and-opportunity-act/wioa-implementation>

Community, Employment Services:

<https://des.az.gov/content/community-employment-resources>

Job Accommodation Network:

<https://askjan.org/empl/index.htm>

What is Supported Employment:

<https://worksupport.com/resources/viewContent.cfm/473>

References

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Johnston, Patricia; Jongbloed, Lyn; Stainton, Tim; Drynan, Donna. “Can assistive technology help people with disabilities obtain employment? An examination of overcoming barriers to participation in British Columbia, Canada.” International Journal of Disability, Community and Rehabilitation. Volume 13 Number 1. www.ijdcr.ca ISSN 1703-3381

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