EVERY person EVERY job: An AT Approach to Employment

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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

**Staff Name:** __________________________

**Member Name:** __________________________

**Area of Need (communication, independence, employment):** __________________________

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

I don’t know who you are.
I don’t know what you want.
If you’re looking for a cheap website I can tell you I don’t do cheap.
But what I do have are a very particular set of skills.
Skills I have acquired over a very long career.
Skills that make me a bonus for clients like you.
If you want it cheap and cheerful, that will be the end of it.
I will not look for you, I will not pursue you.
But if you don’t, I will look after you.
I will impress you and I will amaze you.
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 worked
- Increase in completed pieces of work (productivity)
- Increase in motivation to work
- Hourly wage in dollars
- Increase in complexity of work

- **Hours Worked**
  - 2011: 1280 hours present
  - 2016: 1843 hours present

- **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

