

Event: Job Match for Success
11/17/16 10:30 a.m.

Good morning everybody. Thank you all for signing on to our presentation this morning. We have a one hour 30 minute webinar for Job Match for Success. But before we get started I would like to make sure that everybody is on board if you go down your control panel and look for where you can type in your name. I would like everyone to sign and just to make sure that we get your name so you can get your CEU credits. So please go in and let me know that you are hearing as okay.

Also notice that in the control panel you'll see a handout for today's webinar session will be working until noon it today in talking about job matching and the wonderful information we have pulled together for us. Many of you know Freda -- she is our job placement personnel. So you'll be very familiar with her information but she has given to. Job matching has always been one of those things that requires a lot of work and thought process. This session will help us pull our ideas together. We hope you provide us the questions and feedback for situations or maybe something that is happened to you that you want to make sure Freda addresses. She comes to us with over 20 years of experience before getting into rehabilitation her experience in the aerospace field and the US Air Force, I'm not sure if you know this where she came from, her military background. So she has worked with a lot of clinics and hospitals throughout the US. She also has her master's in rehabilitation counseling. She has a lot of experience as an employment specialist I know you're familiar with her and her work. So thank you so much for giving us your time this morning I know you have a lot to share with us. We will let you go ahead.

Thank you and good morning everyone this is my wonderful introduction. My first time doing an introduction. I'm comfortable in teaching to a computer is quite different to me. So if you have input please do not hesitate to interact with all of us we all learned from one another and I appreciate any information that you have or scenarios that you let help with. That is what I'm here for and that is what I enjoy doing. What we want to get started with his job match for success. This means what the objectives are this morning and the idea behind this training. I want you to be able to have a better understanding of these things and how to evaluate a consumers preference, skills, and competencies. How to identify tools and assessments to help an individual find a job match. Because it is not always easy. It can be very time-consuming. We want to be able to recognize the assessment results to lead us down that path to job search and development. So let's go ahead and get started. How do you know what you want to do. How does this happen to you. Growing up I was so jealous of friends in high school, or younger, who knew what they wanted to do with their lives. And where they were going to go. College and all of that. That's before me because I really did not know. So, I drifted for little while, that's okay, we all tend to

do that. And you'll need to find your niche in life, what's going to work for you or what won't work for you. Long-term careers right now are not the norm. Some go to school and some figure out schools not for them. That with me as a kid. I had no interest in school and could not wait to get out of it. I wanted to figure out the world. Don't find myself it can be difficult. With the population that we serve it can be even more further entities as to what the person should or should not do. So, sometimes these things I describe do not happen to the population that we serve. We've got to be aware of in what we so why is this so important? Why is a good job match so important to placement specialist but to the person we are providing services for. When you have somebody who likes their job or love their job, they show up. They continue to show up every day and they enjoy what they do. They can't wait to come back. They want extra hours. If you're looking for some overtime and you love your job, you will be there. You are happy with what you do and you enjoy the interaction

have with people. Some people have no job satisfaction. People hate going to work. What we do in finding that could match that fits the person were providing services for. This not only saves us time and money with our agencies, but it also saves the state time and money. By providing somebody with a good match for employment skills you're able to figure out where the niches. Where you fit in. Sometimes we are helping people find a career, sometimes we are helping people find an entry-level job. I have struggled when finding entry-level jobs with a young person that they want the ultimate job the first time out. That doesn't always happen. I don't know anybody in my entire life that started at one Creer and stayed in that one position to not same thing for 30 years. Usually we branch out and figure out other avenues or get that entry-level job or experience and figure out whether we like it or dislike it then we move on. With the population that we serve I think the relationship with the employment specialist is key to this. If you have a good relationship with your consumers, the counselors, and the people you serve, helping to figure out what a good matches, you're more than likely to be successful at what you do just finding somebody a job and not taking into account what the skills or abilities are, it's probably not going to work out in a positive way. Is probably going to be detrimental to not only the person but to your relationship with the VR counselor that you work for the first thing we want is success. Success for ourselves success for our chimeras - - consumers and the VR counsel. It was unclear to what they wanted that we need to spend a little more time figuring out what exactly they're working for. It does take time. It is not a one hour sitdown interview it's a little bit more than that. So, what happens when there is not a good match? I have alluded to a lot of this already, when somebody is not happy they do not stay. They do not show up, they do not call off, they just disappear. Unfortunately that is a huge negative for our consumers. So how do you build a resume that is left 3 jobs. The turnover rate in those instances is off the chart. The job seeker loses confidence, and that's the last thing we want to do. We are

here to help and we are here to support that person. So having them by the job that is not suited for them, they are not always confident in their abilities and skills. Have seen this happen and unfortunately I've had to help somebody after the fact if you feel terrible about yourself you know that quite a time to build yourself back up again. To help them realize that you have skills and abilities. That you're going to make a great employee, you just need to find a great match that's all. When somebody does not pay attention to what a person's skills and abilities are. That depth of the job search is reduced and looking for employment that fits the consumer, we just look at open jobs. We see a hiring sign in a retail shop in a big store, one of the box stores and we immediately think that's perfect that's for we need to be. And the consumer may not want to be there. So I think you've got to have a balance in your job search knowing what the market holds and knowing what the skills and abilities of your consumer is. When you do that. The relationship with an employment specialist all around, if there's a guardian involved, it's positive all the way around when you have that solid relationship. When you put the consumer in a position that they are not interested in. They probably not even qualified for it. They have no motivation to work there. It's not going to be a success. I'm sure you've seen that before a lot of times there was no forethought or someone looking at what the abilities are or skills. So what skills and abilities does a person have to match that. I'm a firm believer in autonomy and I would never want to put a consumer in a place where they don't want to be. I do not think that that is a good way to start a relationship. I have never seen one turn out positive in that sort of arena. To evaluate consumer's preferences, skills and competencies. As is partly the employment professional's job and also the VR counselor's job. We need to figure out our role in there to help support the entire package. All entities involved. So how do you get to know these skills and their competencies? Like I said is not just a one-hour interview, you can get a lot of information from the counselor when you first get your consumer. You'll get a lot of paperwork and what I like to call the honeymoon period that everybody is on their best behavior. Everybody is kind and nice and everybody says the right thing. Sometimes that honeymoon period lasts forever. Everybody is happy and things go on. What I have seen in my experience is, if that person is feeling that you just going to hand them a job in the things going to happen I always make it very clear to the consumer study work with that this is not Mike's career I'm going to find a job to teach you the skills, we are here to work together, all T2 had a get a job and how to keep a job that if that puts you in a job just to fill a square. Talking about the paperwork that I mentioned. I'm not going to read all the paperwork and try to get that label onto you. I want to get to know you. I want to get to understand what you are looking for, what your expectations are, I wanted to look at your circle of support. I know that Noreen is very familiar with that. So what are people seeing, what are skills and abilities come what do you like to do. Look at past history and schools. I talk to parents and siblings. I get to know that person very well to understand what they're looking for. I started with my first job. I was a waitress and

I knew after my first shift that it was not for me. I didn't like it I hated it. Every day I immediately went out and sent out applications because I knew that I couldn't quit because I knew it wasn't for me. So when somebody helps be find a job well need to know that immediately I want to help you surely don't want to wait on them. I'll get an idea of what your likes and dislikes are so we had a clear path to start. I look at previous work history that includes volunteering and work-study programs in schools. I tried to get to know the person and their support team to include to get people to enjoy the fruits of life, this usually involves work. Unless someone with the lottery, you got to work. And even if I think I'd won the lottery I would still come to work because I get bored sitting at home need to be somewhere in that's pretty much true for other people as where they need that.

Some consumers for other honeymoon have work skills but no matter what, they will quit a job after they work for about 4 to 6 months. They run out of money and that they come back looking for another job. The other comment they wrote was also that there could be seasonal employment that does not meet the criteria.

Yes, I have experienced that. I don't have a magic wand for you that is going to happen. That happens to individuals who don't receive services at where they work. They fulfilled their needs and then they get bored with it. I think at that point there has to be an honest conversation. With the counselor. And with individual as to what the goal is. Is it just seasonal employment. If it is then your services are not needed in that Avenue. This might be a family support and literally just seasonal support in retail to earn that money because they are not looking for long-term employment they're looking for short-term employment. Bell seem happy and they love their job, when I check back in with them at that period when you think it's all good you get this phone call of them saying they don't like it here anymore. It's defeating to me because you think you've done well and you have. You have done a great job. It's not the job of match this usually the problem. I mean who knows what the issue could be it could be another illness or something else that pops up in that person's lives. There are so many team situations that it happens more often than not. For the employment specialist, that may not be a job match issue. You've done a great job you sounded good job match and that person was successful. Think by staying in close contact with the counselor and the person, sometimes those things can be avoided. I think we all need a pet talk every once and a while and that's usually how I handle those things even if I stopped in the know and train for they worked at that them on their lunch hour and had a cup of coffee. This is even after I wasn't being paid for their services. But tends to help a lot. I know once you get a lot of consumers that can be very difficult. But I would then try to find a natural support within that employment area to help me do that. So just let them know that they are doing a good job. That all employment areas know how to do that. Or somebody leaves a business that was your natural support.

You had to look at seasonal employment and be very honest the counselor will need to have a conversation with that person. The long-term employment may not be what they're looking for. They can be overwhelmed or they need a break. That's a hard one for me as well. I want to help that I want to see them successful. I also have to step back. It's anatomy. If they don't want to work your round. I cannot make them. So I hope that answers your question.

I believe in homework and my child loves me for that. Not so much like consumers. I believe in assigning homework to consumers. Basically to show how dedicated they are to the search. For we got started here I talked about the consumer I was always concerned that they met me at the planning meeting and they would say you're going to get me a job. I would say well I'm going to try and help you, but you are going to work to. I am a firm believer that if I am working 1% I want you working that much as well. So I'm not going to do everything for you and hold your hand to this process. I want to teach you the skills so you'll have the skills. Depending on your level of ability you'll know how to make that happen. How to interview and how to get a basic resume together. That's how I looked at doing job placement. I'm not just here in a staffing agency IMC Phyllis square. I'm trying to help you depending on the level right arrest draft resume get online and find 3 job applications that you think you want to fill out and we can do them next time we meet. Call references and verify the going to give you a positive reference. Small things and large thanks. But things that are important to looking for employment. That in the end it will help show the individual how it all comes together in this giant puzzle piece. These are all just puzzle pieces that we had to put together. To help themselves. To show me what level they were at. Things they had issues with. Obviously I help them with. I could always tell how successful we were going to be as a team based on the homework that I got. If I got nothing and usually I could tell they did to the homework. It was 10 minutes before they were scheduled to meet and that want to change their appointment Bertelli they were running late. Mode always ask did you do your homework and they would always be a pause. I would say if you didn't do it we can just reschedule area meeting. Just to let them know that this is serious business. That this is as important to you as it is to me. But if you're not going to work at it I'm not in a drag you kicking and screaming into this process. So that helped a lot. This allowed me to figure out can they make it to an interview. Can they show up on time are they always late. Do we need to work on this skills. Was a certain day, a certain time, we met in the workforce center or libraries. Or would spend more time in the libraries. Think the library is not I wanted a job there. Because I was always there and I knew them by name. I knew if they could do that, then we would have potential. We had great potential. And like I said before. Getting to know them is very important. That you have to figure out, what it is they want and what their skills and abilities are. And I said that one times. But it's just important that in one case I had a person who wanted to switch jobs they had a

degree in fashion merchandising and they were working in a jewelry store. I say that loosely, because was more like upon shop. They were waiting metals and buying people's gold and things of that nature. They did homework and they always meant to be on time. When it came down to going to an interview for fashion merchandising here in the DF area got seven interview at dickies and JC pennies and then they know showed on me, because they were fearful. Once you've done that, you have burned a bridge. It's very hard to go back. We had to have an honest conversation of is that what you really want to do or is that to something you think you should do because you have a degree. Come to find out that was the exact being. Had a degree they felt like they were using it but they really liked what they were doing. Find something that you do that you're good at find something that could doing and your interactive the people. That's ultimately what we ended up doing it took some time but it was getting to know them to understand that.

One thing we have to look at that is so critical that I think is just so important when you doing a planning meeting and you're working with a counselor employment conditions. This is basically the framework, the beginning of a contract between you, BR, and the consumer. I'm a firm believer that during this planning meeting you have to sit down and narrow to the specifics of what you're looking for. This helps me and gives me a pathway of exactly what you're wanting. I've listed them all here. How much do they want to work. Or do they want to only work a few hours a day. You have to lay most things up and figure out if you work weekends. Somebody incoming maybe they wanted to work retail because it sounded exciting. But that's not realistic. The new person coming in to retail business in outguess the shift they get. They get weekends because the people that is been there longer working Monday through Friday. I for retail before it was the role that everybody had to work, one day a weekend. If you were the boss or Stocker, you had to work one day a weekend. They had to narrow these things down and get a clear explanation of what they want. Earnings are always difficult to take these things into consideration. What benefits the person is receiving and there are ways to help that individual, just because you're earning a certain amount of money doesn't mean you're benefits will go away. There are the benefits planners who can figure this out. I was like my counselors you know figure that out before you do this meeting. Figure out exactly what this person cannot cannot make before you bring me into the picture. Because I need to know that. If this person is looking to not have benefits anymore, I need to know that as well. So a lot of times I'll look at these things and they are just words on paper. But there are so many intricate details in each one of these decisions that are made that you have to ask yourself these questions. The next few are the biggest barriers.'s got to be clear all pull out my smart phone and look at where they live and say all right. Where is too far. If you've superimposed taking a bus to work you know where can you get to and how long does it take for the commute. If you say you want to work at a store and there is

no bus service that you might have transportation so that may not work out. I was able to help somebody find a job in my experience when somebody said their transportation was a family member or a relative I've always wanted that person name or number. We say you know what you agreeing to hear. So what their expectations were, it's not always doable. It has worked on occasion for me. But that has to be nailed down. So when you see that on the form and it just says brother, you'll need to noticed his brother go to school or just brother have a job, or just brother have reliable transportation. Those are all questions that have to be asked, because there is nothing worse than showing of the first in the job I had to make an exception if it was the persons first day saying that you signed up to help this person you've got to come through for them. There is no other way to do this. So it worked out, but it was just one of the things we don't realize that that is the first day. So accommodations. I'll give you some examples of what I have seen that people will put down like if you want holidays off. Does that mean Christmas Easter Thanksgiving or does that mean Shauna. I don't know your religion at the time saved got to be clear on these things. People will say occasional breaks. But occasional breaks to me mean different things to different people. So computer training. What does that mean? Does that mean you do not know how to turn on a computer or you need training on how to go through word. Things have to be specific here. Usually the counselors are great in this area for accommodations that they know consumers and what assistive technology they can provide. So I try to get all of that in a small block down to the most detailed areas that I can. The same with religious observances. People will write that down but they are not sure what their religion is. So I need to know that mean if I'm going to broker a job for someone I need to know their religious procedures. Clarification, I cannot stress that enough you got to know what the person is looking for. Being that I teach this job placement class, I see that a lot of people fill them out for themselves. They don't fill them out as to what they really want you want vacation days or do you want your crew leave. Do want benefits? All those things have to be annotated on their. There's nothing worse than when you're about ready to get a job offer and things are going well but they'll turn to answer one of the benefits. I don't really know, you know what are your benefits? You like you need health insurance. Well if I didn't know that. This job is a part-time position where there are no benefits because you only want to work 20 hours a week. So those are the things you've got to work about in that meeting.'s got to figure out the types of employment. It has to be clear. I work for someone with a initially put down that they only wanted to work one hour a day. But I said that's really going to be difficult so you have to change that. I don't know of any job at the top of my head that is going to pay you minimum-wage to come in for one hour a day. An employer wants more from you. It does not fit the parameters for employment for the DR system. You got to work 20 hours. You also need to figure out where do not want to work. This is a question that a lot of people don't ask. I was always clear about places where you refuse to work. Are the companies that you're not

interested in. And, I had somebody indicate that they basically wanted to work in a church and that was it. Church work only and nothing else. You got to be specific as to what you're looking for. So in conversations with circles of support and they are counselors, it was related to something that a parent had said that they felt the person would be safe working in a church. It wasn't religious taste it was just a safety factor. They were looking for a well lit building or a building that had people in it. They were looking for that support. Wasn't just the church. It was the physical location. They did not want to work at night and walked to the bus by themselves. So in the employment conditions one place they said was I only wanted to work for a church. That is where the questioning technique comes in of narrowing it down to what you're looking for. What are the deal breakers. A lot of them had to do with transportation and safety. They had to do with belief systems and all those things have to be respected and honored in order to keep this a good fit for you. This comes into play when you have a legal guardian. Parent who is very much involved. I appreciate that. Because if I have a parent, I want them involved. I want to keep them in the loop of what we are doing. I ask to meet sometimes with the parent and separately just to get an idea. So what are we looking to do. One of the goals. I helped someone find employment who did not have a guardian. They were very excited about it. With the counselors help you able to figure out you know mom was just worried I understand is apparent. They weren't ready for this type of work. It works out fine, but sometimes as an employment specialist you get to be a counselor as well. As long as your there, you don't have to be skilled or decreed. You're able to help the process along so it's not a shock to parents. It's scary and I get it. But sometimes you've got to help them along with that. Once you find the person's skills and abilities and are able to narrow down what they are looking for, a job analysis. I'll guess that all of us have done this before if not let me know. I don't want to not include you. This is basically breaking the job task down two steps. That's the best way to subscribe it. Is looking at how the job is done and the functionality of it. What is required was the training education and is there safety input that we need to figure out here. This is looking at it from the standpoint of figuring out your skills and abilities. So let's see if the job that they're interested in can be broken down and steps to match that person. You analyze the supports involve the corporate culture. That's done a couple of different ways by talking to people or observing people. I know I've had experience in doing all of those things. Sometimes it can be a little bit difficult when you don't have it consumer who wants to disclose. I have been known to lurk in areas and watch people do a job and figure out you know by taking notes, I'm usually up front with management as to what I'm doing but I playthings off very well. It works. And usually when they figure it out there asking how they can help me. Sometimes managers will get that for you. Usually they are very forthcoming when somebody has disclosed, it's a bit easier in what you doing with the job analysis. You are looking to make sure that skills and abilities for the individual that you are representing, matches what the job task entails.

How do we reconcile the job match scenario of working with people with psychiatric disabilities and the evidence-based practice of rapid job placement.

Rapid, I don't care for that word. I really truly do. That is the first red flag for me.

Just to be clear. My understanding of what that means is what we're trying to do with that individual to get them into a job quickly after they expressed an interest in that job me last for 2 to 3 months than world working towards another job

I am not familiar with rapid job placement. I've never done one. My experience comes from entry-level with no experience all the way up to working with somebody who is a Masters degree and who's an engineer trying to get back into the workforce after having a gap in the employment. I think one of the critical pieces is basically getting to know that person. To know what their skills and abilities are. Is that what you think that person is asking.

I guess a piece of that is if we don't have enough time to get to know them there are so many different things and that may be what we take to a webinar. That could be. I think someone, if you're trying to do rapid job placement with someone that you don't know very well. And you are talking about a quick turnaround, I think that is a huge risk to take. Because if you do not know that person and they are looking for specifics that are outside your realm that you don't know enough about them. I think the risk of a negative job placement match could happen. I have never you know have you ever done a rapid?

My area of expertise is more of support for people. Have supported people with psychiatric disabilities and have gone through numerous job placements with some individuals. So I just don't want to speak on something that I am not proficient in. That's not my thing. Will move along with the job analysis and move on to some job descriptions versus job tasks. Just to kind of help with that concept. There are some systems. But what exactly does that mean. In different companies and corporations they call and use that name. But then you look at the task, and some of them are very different. So I think it's important to pay attention to the task and not the label given to the job. I just put in some normal is that you might see. They could also be none of these you have to know these skills. If you tell someone you can type LXX words a minute, then go ahead and get on that typing tutorial online and show me that. If you say you can answer a phone, then let's answer a phone. Just have your soft skills. That somebody at my age thinks everyone knows how to do but and you find out that's really not true. Is the generation things. Have to help the person understand what these tasks are. We talked about PASA if you're familiar with that. -- KSA.'s got to have knowledge skills. Sometimes the most job applications it will say experience. Wont

experience and willing to train. I love those. That means the person is willing to work with someone and worked as a Baker's assistant in Cosco as a seasonal job I was bored and how I was doing this. If you would've left me alone in that area I would burn down everything. So that's what you want to look for when you're looking at these job descriptions. Look and see what the actual tasks are. That's the basic KSA the person has this. You can take a janitor I am a proponent for Google and searching and helping people with things. Working with the crew in the evening. They loved it. It was a very small organization. They are still there today. It can be done. It just takes a little bit of doing. So let's move on to our other objective. Let's talk about tools of assessments. There are so many out there that say I am the best and on and on. I feel there's no one better than another. They are all basically interest inventories and will tell you what your likes and dislikes are. It's basically 60 questions. It is a like hurt scale. It's okay to answer unsure. Just think about education and training or how much money you're going to get. I have an example here for some of the questions. I have done this probably with every consumer has ever had. Is always been helpful and to be able to let me know what the interest is. Wears a good place where as a starting point for us to look at what you might be interested in aced on how much I know about you and what your employment conditions are. Is just a piece of the puzzle here. Some of the questions I have are do you like to build kitchen cabinets, lay brick or tile, I have had individuals 20 figure out color patterns and what they mean. Just answer the questions using your smiley and that happy faces. Doesn't mean that you can plan is what instrument, but would you be interested in that doesn't sound appealing to you those kinds of things. I sat down with the person and read each and every one of them to try to explain you know sometimes the person does not know what that means. Some is not my with the stock market and they may not understand that. They can give them a little descriptor. You may have to Google them before you take this test with the person. Just to give you an idea of what they're looking for. It basically gives you a score in six areas. Think that's an important scorer to pay attention to because it means a person has no interest in that area at all. That in the like hurt scale everything was negative when looking at that. So you can score that. It's realistic and practical hands-on. They like to work with plants and animals and all that good stuff. Some occupations are outside. Not all of them, but they do not usually involve paperwork. Artistic is exactly that. Designs and patterns. Does that mean the person was to be an artist. Actually not. That just means that they enjoy self-expression. It can be done without following a clear set of rules. This person is not going to want to have 17 steps to get something done it's probably not going to be appealing to them. Their social and they like to be around people. They just might like to be around people and some of them have occupations that involve helping and providing enterprising is another one of the going to score highly on. The involve leading people making decisions and starting out caring projects the scores from this profile, not a career assessment entrance profiler but I've seen people take this test and

score anywhere from 15 to 37 Gilly thing they need to pay attention to is 37. That so far from the truth. This is basically telling us what you're interested in. Take a look at all of the scores and look at everything. If you scored 17 and social that does not mean that you don't want to be around people it just means your that is interested in scoring a 38 under realistic. It's a broad spectrum of what you're looking for. It does not say anywhere in their that if you get a low score should never worked in that area. That's very untrue. It allows a window of what your interests are. That's one of my biggest pet peeves. I'm a social person I'm going to get a social job. So all six of those things depend on your scores that's where we want to focus things on. So here we go. The third objective the individual assessment on how that can lead to a job search and development. Looking at these scores, this is where your pathway starts. How it all works together is you know not telling you magically the interest. The more your career matches or meet your interest. The more likely all have that satisfaction. Thinking back towards the next couple of slides, you'll want them to be successful. You'll want to move on to the next person that you're helping. You'll want to do the same thing. So if you do that work in the beginning of the end result is more positive and put together. Not to say that individuals we talked about you know seasonal worker kind of things. That happens. And that's okay you've done due diligence. If used provided a service to an individual to get them to where they need to be you know if that's not where they want to stay you were back to atonmy.'s got to respect that. Let's do a case study and talk about Wayne, she is not a real person. It's just something I put together to help us out. He was diagnosed with depression but he was able to complete his degree. He worked part-time a little bit. You 4 years experience working part-time with retail and fast food.'s degrees in computer science so he was able to match that up. He wasn't sure what he wanted to do. He is now your consumer and you've gotten to know him. He still unsure. So you want to have him complete set entrance profiler. He indicates that he wants to work in a small versus large environment. I would then have this person say what you consider small. Does it mean 10 people or 100. Does it mean that you only want to be in office with a small group people. Clarification again like we talked about. Just so you know exactly what the person is talking about. A little more about him. Stress management is critical to him. He tends to isolate. And when he isolates its lead to negative behaviors. So he wants that routine and wants to go to work and have a pattern. He tries to stay organized using smart phones he has a daily to do list. He wants to be able to live independently. This is similar to a lot of the caseload for these people on this webinar today. That's what I try to do based on my past experiences. This is the norm of what it used to get. Not all having degrees or worse history, but the end result of having a routine. We know like getting up every day having a place to go being productive. That is important. The sooner or longer of a break that we have during that routine sometimes the harder it is to get that person back into the routine. So just be aware of that. Whether any questions on this?

So we had Wayne take this profile in these for his results. Realistic is 13 investigative 21, artistic 18. And then his higher scores were social enterprising and conventional. So based on that. Do you think this needs what I gave you information about Wayne, which one does not stick out to you. Can anyone tell me does anybody want to try? Please restate the question for us.

Does anything stick out to anyone on the results? With just this basic information provided in what the results are of Wayne's interest profiler. [NULL] is realistic . If that's really high. So those are his outliers like the conventional areas and realistic may not be his most interested area. The one that stuck out to me when this person first did this was social. My first thought was that he wanted a small environment but a social is pretty high. Does that say about the person?

So you're getting it. What that related ultimately was this person wanted the support in the routine but wanted it in small doses even though they were telling me that they wanted small and not a lot of people that they actually needed that support. This gives you a small picture of the interest and then you can take information you gather from that person and see how it fits altogether. Thank you for your comments and I appreciate that. So he wants to be able to have clear roles and follow a strong leader. But think that plays into his social interest as well. He needs that support. He prefers working with information and paying attention to details rather than ideas. I think in his degree were he got a computer science degree this is associate that I think that fits pretty well it's pretty detailed. His next area are enterprising and social. He wants to carry out the business project potentially. Action rather than inking. They like to persuade lead and make decisions. That does not mean that this is Wayne that means that this is just one of his interest areas. He likes working with others to help them grow and learn. This does not mean that Wayne social. This just means that it is an area of interest. Helping and being of service to people. Teaching and giving advice. Any questions? Once you complete that and you talk to the person. What I would do additionally is go over those three others and talk about what those mean and where the results live. Because those results were pretty high in the 30s then lower in the teens, he's got a pretty broad range I think. He does not have a clear-cut pathway of his interest only line here. He's got broad interest so some people think that this is terrible how you going to narrow this down. You can narrow this down using the next part of own that. In the interest profile there is a next step call the job zone area. This gives you so many jobs and so many areas to look at that you can then match all the employment conditions. You can match their interests and it gives you ideas routine help you narrow down and work towards a goal the target area. It won't give you the perfect job, that's not the idea of it, but it helps you narrow down what the interest is and where this may life that person. In the job zone area I selected medium preparation. He's got that already years with the screen looks like. If they've had

wonderful years of trading on the job with informal, I looked at it and in a retail environment looking at fast food you got to have customer service. You have to be able to get along with people and show up to work on time. Know your schedule. Talk to your supervisor about classes. Semesters are starting in classes are changing any to switch my schedule around. He's got all the skills. Having a positive work history is a plus for him. He's got an Associates degree for his education. And they give you examples of what medium prep will need. It involves medication, organizational skills, coordinating supervising managing and training. He's done all of those things with his experience level of working has he been a supervisor? Has he been a manager? No, but when he is the guy working on the shift at night and he is the most senior cashier, he may have to help somebody, so those things I knew about and talking to get to know him. That his wife I selected those areas. That's the same thing you should do. If you have somebody who's entry-level that does not mean that there is no preparation. You just need to talk them about what skills they have. They may not know. Is categories clearly defined have to love the participant kept her be the best the opportunity to match that zone. You can use this to matter where you are. I fourth with consumers like one lady who is for specific in what she wanted. She was in school at the time and Chester counselor can I meet with the employment specialist now, I'm in my last semester of college and I want to start thinking about this now. So that's what we were able to do. She was planning ahead because she knew what she was looking for. In doing that you'll get the best fit. Based on the interest with this is saying is, other people who have similar interests that you have tend to fit best in these type of job. Is this saying that Wayne should be one of these? Not at all. This is saying that this is just his interest. Able to look like you and I mean your knowledge skills and abilities tend to work in areas similar to these. In lot of them as you noticed can be in small or large organizations. Human resources. Work which accounts. Reporters. Legal secretaries. What I like about that is that you can click on these and it can help you decide other areas in giving you ideas as to where to start. Narrowing down. I look at this list personally look at like funeral service managers and say that I know that's not for me. I know that would work for me because I would cry every day and the upset. So it's so not for me. That's the thing you want to do with the individual that you're working with. Be able to look at this and say yeah that's not me I'm not interested in that. So that's okay. It usually works very well. Theater in alphabetical order they are not in order of importance. This is just an alphabetized list of what similar interests to people have these jobs have. And then the last one is the great fit. It might work out with one of these as well meeting these have similar interests that do not meet your highest areas of interest. I look at it and say these look good like them better than the other ones. Wayne did the same thing this gave you starting map of where you're going to go. Once all this information is gathered and you look at the employment conditions. And you get to know your consumer, you can start narrowing down what is being looked for. He hasn't have that but this gives you the opportunity

to sit down with that person or as I did, assign some homework. Sit together and make sure everything's cool. This is a lot of information to go through. His homework assignment was to go through and read these job descriptions and figure out which one matched for him. I will use the one that we used to just pick the top one for teaching purposes. The first alphabetical order one was administrative services managers it gave you examples of services and what names you might see like when you go to a company and you're looking to see who is employed there. All those things are under this umbrella. It depends on you know you can be an insurance agency or a government worker or at Costco or target. This can really be anywhere. You going to have this sort of person with this title working. And then Gill have to look at what size are we looking at and where do we want to go. You can also pull the KSA for these jobs. These are the basic ones for this type of job and what you need to have. For the knowledge areas you can have earthen humanities and English language. Where you're focusing on your location to work you know the different math and science is that are needed. Associates degree and basic skills you have to build to talk to people asking questions. You should be able to pick up on social cues having this job. Bring people together to solve differences. Be able to recognize a problem and figure out how to solve it. You have to be hugely verbal with ideas in logic. You get the idea. As is what you get on each one of these jobs. You get the TSA. You're going to know this person's personality you understand what they're good at where they fit in. If you are working with someone who is not good at paying attention to detail no showing in her appointments and not doing what they're supposed to be doing, this may not be a good fit. You may have to look elsewhere take the whole picture and put it together. The technology they look at the education of this type of job. What you're looking for and what they may have. They may have an apprenticeship. You can also narrow this down. You can go in and look at your state. Break it down by County for entry-level experience etc. It gives you can look at it. Your narrowing it down and your doing it with however many you want. Like a select amount of which would sounds good in which one doesn't. At the end of each one of them you'll find this great area that says explore more. It goes into the can going to these and see that also matches the claims examiner an insurance sales agent. Sales management, you might luck a job in one of these general areas. Basically in a area that fit him that he enjoyed that he was so excited to get up and go to work every day. Use still there and I still hear from him occasionally. By doing this and spend enough time using a circle support meeting his family. We were able to narrow it down as to what was looking for a really worried me but the HR is located off-campus in a small area there was maybe 12 people in his immediate area. I worked for him really well he could take the train to work every day. They offered benefits for him which he desperately needed and wanted and it allowed him a salary that after six months he was able to get a no -- a roommate to become independent that's not to say that every time you view this interest profiler that as is going to work that is going to be perfect. I realize that it's

not, but there are some that no matter how much work and effort you put in they do not work out. I worked with the young lady who wanted to work at Walmart and that was it there was no other option on the table. It was Walmart or best. And I could not figure out why. Against Walmart but did not understand the focus. We got her job in stocking. She had great difficulty keeping up. So Walmart was good and worked with us and move you to another area where she could help stock in clean up the area. She worked there for I would say six months or so for that reason she wanted to work at Walmart it was because there was a McDonald's there. It allowed her to have money to go to McDonald's before and after work. She was spending a lot of money at McDonald's, and then they changed her shift. McDonald's was then not open anymore during her shift. And that was a dealbreaker to her. She didn't verbalize that to us until the end of the employment. It then we all looked at her and said I get it now. It just did not work out for her. I lost touch with her. I knew her counselor tried to get her another job, but when you walk away from Walmart, they are not too kind at excepting you back. She was one of those that I thought about a lot. Because in my mind I didn't do my due diligence to figure out why Walmart was the one and only. I couldn't get it out of her. And her mother did not know she was spending her money at McDonald's. So mom could not help me. She didn't want her mother to know she was spending all of her money at McDonald's but, I hope that she was able to get another job. She had great skills and worked well there. Once the one piece was removed, it was a total dealbreaker. So I like to think you work as hard to can, you do the best you can, it does not always work out but it's not always perfect as well. We ultimately found a job for Wayne. Had job development and had to figure out once the solid we were looking for, what we are doing and what his conditions where. I have to start doing my market research and job development. Figuring out where those businesses were that had this job descriptions that he was looking for I had an opening that had a connection for. Took a lot of time and effort. So, I was fortunate to have a small caseload at the time. They worked wonderful and I'm happy and proud for it, but I still have those people that I think about a lot. Were a wish I could've done better. You hope for the best and go from there.

I'm restating our objectives I hope I wasn't by was able with the questions and comments please. With the question in a comment. If the person is dependent on their family, is it advisable to have input from this family member when completing this.

All have IMC that in 2 different ways. If the person has a guardian and the consumer wants the Guardian there, then absolutely. I usually try and those scenarios to talk to the guardians and say let me try to do this one on one. Just me and this person. Let's see then what happens. Because a lot of times you get that suggestive. You may not get a clear answer.

We had a wonderful comment in this statement is, it is clear that after this session that the process has little to do with the person's disability. That's a nice closing summary. I purposely tried to leave this out, because I think that has to be the forefront. If you are looking at it from this type of glasses that the disability, you tend to lose sight of exactly what we are doing here. Yes it has to be accounted for and when you're talking accommodations and whatnot, if that is your whole forefront going into it, it's not going to be successful. I look at it but I am here to serve the person at their best interest with their knowledge skills and interest abilities. To get a good job match for them. If it is long-term that's great. If it's just an entry-level and they want to move up, then absolutely we will go from there. But I appreciate the comment very much.

That was a lot of good information in just want to remind our lifters that you will receive an email so please complete the evaluation. We use them all to help us create additional webinars for the future as well as feedback on what we perceived as helpful. Any recommendations you might have in terms of future webinar sessions that you be interested in. We are very interested in hearing back from you. When we receive your evaluation back this is when were able to put the credit back on your individual portal. So thank you again for a wonderful 90 minutes of information. Things will be useful for people's future work and we appreciate it.

[Event concluded]