

# Let's Get to Work: Finding Work Opportunities for Everyone

Rosalie Der, Pui Tak Center

Kristen Huffman-Gottschling, PACTT Learning Center

# Don't we all just want to retire? The Opportunities of Work.

- Fulfilled
- Connected
- Represented
- Active
- Supported
- Contributing

Copy for distribution with photos and examples removed.

# Community – Belonging is the culture

## **Programs and Approach**

- Rogers Park and Oak Park
- Small store front settings
- Close to public transportation
- Opportunities to be actively part of all areas of your community
- Interests linked to job search
- Minimum wage required
- Volunteer opportunities – job cultivation, interest trial
- People drive job partnership development

## **Our Values**

- We are here and get to be
- We push and work to understand what stands in the way
- We are part of communities that share belonging as a value
  - And when they don't?
- Change is bi-directional we are all changed through our community-ship
- Work becomes a pathway to belonging
- Risk is inherent, important, and managed
- Challenged is assumed

# Partnership in Work – the Essentials

- Person Interest
- Person Knowledge - those meetings really are important
- Person Experience & Representation
- Job Cultivation Knowledge
- Person Support Knowledge Training

“you wouldn’t give someone a job that is loud if noises are painful or difficult to tolerate” – aversive experiences

# How can you link an interest to a job?

**Community, community, community**

**Observation, observation,  
observation**

**Trying, trying, trying**

“We go with a person to a something, because they are interested— this sets a path to working”

# Approach to customizing the employment experience – Assessments

- Personal Outcome Measures
- Mapping
- **Unique Assessments**
- Observations
- **PACTT Community Rubric**
- **Errorless Learning**
- Video models
- **Training work supporters**
- Out and about every day
- Pairing interests with experiences
- Trying things out
- **Community Based Instructions**

# MAPPING

# Unique Assessments



## Work Environment Preferences



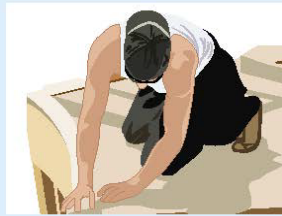
Transition Passport / Vocational / Evaluation Tools

clean

dirty



or



inside

outside



or



loud

quiet



or



## Work Environment Preferences



Transition Passport / Vocational / Evaluation Tools

staying in one place

moving around



or



same work

different work



or



fast work

slower work



or





# Errorless Learning – The Opposite of Problem Solving

- Keep supporting people until they get it right and then remove the supports
  - Practice
- Build Behavioral Momentum
- Known and Familiar
- Positive
- Least intrusive prompt without an error
  - Fade to lesser intrusive prompts, until independence
- Demonstrate, explain, step by step prompting – break down task or activity and full support from the jump until we get there
- No opportunities to fail



# Task Analysis

- Example removed for distribution

# Community Based Instruction

- CBI = Teaching functional skills in natural settings in the community
  - Functional skills = skills needed for independence (daily living skills, vocational skills)
  - Natural setting = the place where you would normally use the skill (e.g. learning purchasing skills at the store)
- CBI is:
  - Ongoing
  - Goal-oriented
  - Not an outing or a one-off

Restaurant work • Janitorial skills • Making photocopies • Communicating with a supervisor  
Social interactions • Mailing a letter • Washing clothes at the laundromat

(NACT, 2019a; Walker et al., 2010)

# EBIs Paired With CBI

## **Paired Interventions**

- Task analysis
- Direct instruction
- Prompting strategies
- Reinforcement
- Video modeling

## **Skills Targeted**

- Money
- Leisure
- Vocational
- Community Based Social Skills
- Community Based Safety Skills

# PACTT COMMUNITY PARTICIPATION RUBRIC

- Example removed for distribution

# But what about those “behaviors”?

**Eat the frog – build momentum toward preference.**

**A “behavior” isn’t a stop sign – it’s a statement**

- Schedules
- To do lists
- Visuals
- Social narratives
- Environmental adaptations
- Environment matching and screening
- Staff/supporter training
- Get the mundane done first

# Just keep trying

- Try more than once
- Anticipate and ride the waves
  - If staff change
  - If environments change
  - If schedules change
  - Just ride it out
- Knowing the people
- Staffing appropriately
- Matching interests and environment
- Comfort Level & Tuning in
- Meeting people where they are at BUT encouraging more

# Developing Work Partners – Job Coaches

- Able to assess the need on any given day- it's a moving target day-to-day
- Able to manage the unexpected
- Able to de-center their experience, but also be safe
- Able to identify new opportunities
- Able to help the environment become more inclusive - respect
- Trauma informed supervision and debriefing

“Just because someone has demonstrated a skill doesn't mean they have mastered it---

this changes and so reinforcement and support are needed at times and job coaches need to anticipate this”



# Keep those expectations high – Current Employer Partners

- Meals on Wheels
- Care for Real
- Forging Opportunities for Refugees in America
- Natalie Salmon
- Howard Area
- Dance Studio
- Oak Park Apartments
- Park District, Oak Park

# Direct Instruction

## Direct Instruction

