

Progressive Employment: A Dual Customer Approach to Service Delivery

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Rehabilitation Services Administration

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Progressive Employment Training In Maine: A Dual Customer Approach to Service Delivery

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Understanding Progressive Employment



Session 1: Overview of Progressive Employment

Session 2: A Culture Shift & Working as a Team

Session 3: Services to the Dual Customers

Session 4: Evaluation, Fidelity Scale, Data Reporting



Session 1: Agenda

Understanding Progressive Employment

- ✓ Welcome from DVR
- ✓ Maine TWBL Project & Progressive Employment in Maine
- ✓ Understanding Progressive Employment (PE)
 - ✓ Dual Customer Strategy
 - ✓ Benefits of this model
 - ✓ Target Populations



Session 1: Learning Objectives

Trainees will be able to:

1. Explain the TWBL project & how Maine is using the Progressive Employment (PE) model
2. Describe the Dual Customer Strategy
3. Discuss the benefits to clients, business, agencies
4. Describe the levels of engagement using this model.
5. Identify what Progressive Employment is and is not
6. Enumerate the populations served through this model.



**Next a Message from the
Maine Division of
Vocational Rehabilitation
Maine Department of Labor**



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Progressive Employment: Maine's Experience



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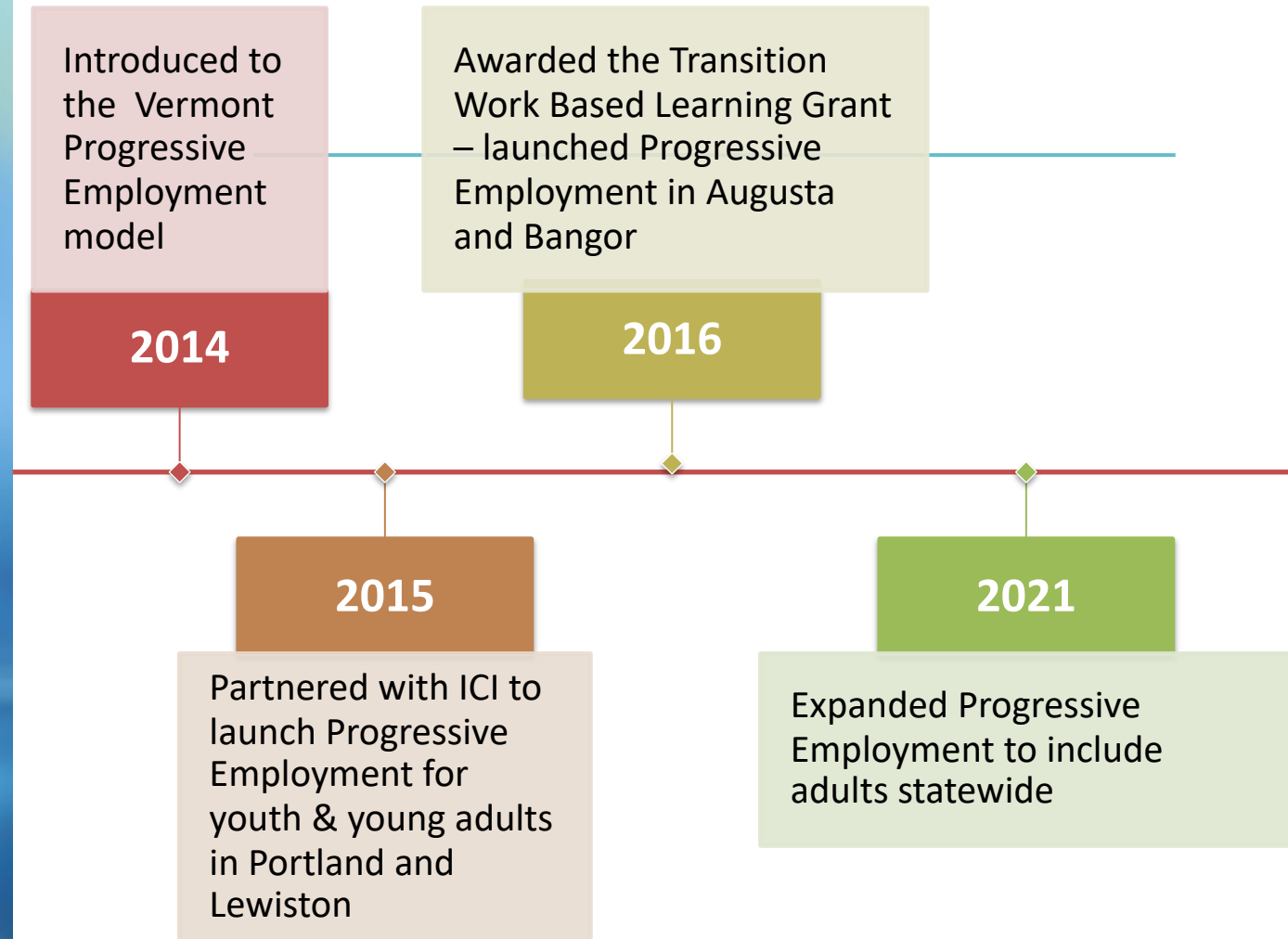




Why Progressive Employment for Maine?

- Identified Problem of “**Early Exiters**”
- Need to Increase **Employer Engagement**
- **Difficult Demographics** – Intersection of rurality, disability and poverty

A Brief History of Progressive Employment in Maine



Transition Work Based Learning Model Demonstration Grant (2016-2021)

US Department of Education-funded 5-year initiative to implement and evaluate 2 work-based learning interventions with students with disabilities in the Augusta and Bangor areas

1. Enhanced JMG

2. Progressive Employment

Goal: Over 90% of participants enter post-secondary education or employment within one year of high school graduation. All participants engage in paid work experience.

In Partnership with:

- ✓ Jobs for Maine's Grads (JMG)
- ✓ Institute for Community Inclusion (ICI) at UMass Boston
- ✓ American Institutes for Research (AIR)
- ✓ Council of State Administrators of Vocational Rehabilitation (CSAVR)
- ✓ Center for Workforce Research and Information (CWRI) – MDOL

Promising Progressive Employment Findings!





What's Next for Progressive Employment in Maine?

Expansion beyond VR - serving other populations with barriers to employment

Continued participation in the Progressive Employment Learning Collaborative

Ongoing training for VR and CRP staff – focus on fidelity

Partnership with Apprenticeship

Next Video: Intro to the Progressive Employment Model in Maine

Introductory Video: Progressive Employment in Maine



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Introductory Video: Progressive Employment in Maine



Progressive Employment: Key Components

Services to job seekers w/

- ✓ Array of WBL activities available
- ✓ Rapid & sustained engagement
- ✓ Team members assigned to support job seeker needs

Business Relations:

- ✓ Array of WBL activities available
- ✓ Rapid & sustained engagement
- ✓ Team members assigned to support business needs

Team approach to meet the dual customer needs:

- ✓ Cross functional communication process
- ✓ Data collected to track unmet needs; services provided; and needs met (outcomes) for both customers

Strategies to mitigate risk:

- ✓ VR agency or partner provides:
 - liability & worker's comp coverage;
 - training offset or wage
- ✓ WBL focus on exposure & experience



Pause for a Quick Check-In



**In your opinion, do the strategies to mitigate risks,
help ease business-people's minds
about bringing clients into their workplaces
for WBL experiences?**

Yes or No



DUAL CUSTOMER STRATEGY

Business
Customer

VR Client
Customer

EVERY CUSTOMER

is ready for something

It progresses from there



Pause for a Quick Check-In



**Do you think the Dual Customer strategy,
serving both clients & businesses is a good
shift in our focus?**

Yes or No



KEY PRINCIPLES

SUCCESS BREEDS SUCCESS

-
- ✓ Low risk learning opportunities for all customers
 - ✓ Meets people where they are:
 - Eliminates client readiness
 - Helps business say yes
 - ✓ Rapid Engagement of customers
 - ✓ Collaborating team
 - ✓ A mindset of progression



PROGRESSIVE EMPLOYMENT

Levels of Engagement

Low Dose Activities/Options

- ✓ Company Tours
- ✓ Informational Interviews
- ✓ Mock Interviews
- ✓ Job Shadows

High Dose Activities/Options

- ✓ Internships
- ✓ Time-Limited Job Trial/Work Experience
- ✓ On the Job Training (OJT)
- ✓ Limited Hires: seasonal, part-time, or temporary work
- ✓ Full-Time Hires



Pause for a Quick Check-In



Do you think using the Progressive Employment model with clients, benefits their family members as well?

Yes or No



Benefits Everyone



For Clients

- ✓ Opportunity to explore jobs, careers & companies
- ✓ Chance to try jobs of interest for informed choice
- ✓ Experience in real business settings

For Business

- ✓ Opportunity to say yes to some level of work with an agency
- ✓ Low risk way to explore a new source of employees
- ✓ Real experience with agency clients

For an Agency

- ✓ Opportunity to see person functioning in specific settings
- ✓ Chance to serve hard to place clients
- ✓ No risk way to engage business
- ✓ Opportunity to advance business relationships



What VR & Providers Offer to Business



What Progressive Employment Offers Business



What Progressive Employment offers Job Seekers: Individualized Points of Entry



Video Slide Next: Parent's Perspective on Progressive Employment



How Work Experiences Informs Choice

How did Gabby get started with Progressive Employment?



Progressive Employment

How it Helps *a Job Seeker!*

A work-based option to explore jobs & career while reducing fears

A less stressful method to introduce a job candidate to a prospective employer

A series of placement opportunities geared to a person's interests & skill level

An on-the-job opportunity to practice interpersonal & customer service skills

A chance to examine work skills & ID training/support/accommodation needs

A mechanism to build resumes & references through short-term placements



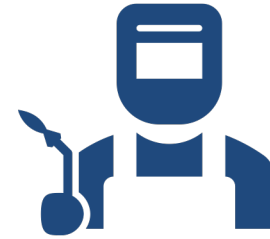
Progressive Employment Model Played Out...



Client:

Success Breeds Success

- Person can overcome work fears
- Allows incremental skill building
- Activities can be planned to reduce perceived risks



Business: Good Experience Can Lead to High Dose Options OR Job Offer

- Employer gets to know candidate as a person & worker
- Employer sees any accommodations used in the workplace
- Employer can make informed hiring





Pause for a Discussion



Cherie has a history of depression & alcoholism; she is 1-year sober.

She's had limited work history & has few successes in her life; her self-esteem is low. She says she is ready to try again.

Is Progressive Employment a good fit?

Why/Why not?

Would knowing her age influence your decision?





Pause for a Discussion



Jesse needs a job. The rent is due next week.

In the past Jesse has been able to get jobs quickly & hold them for a while. It has never been this long between jobs;

“I’ll do ANYTHING – I gotta pay my rent!”

Is Progressive Employment a good fit?

Why/Why not?

Would knowing Jesse’s age impact your decision?





Pause for a Discussion



Milo has severe ADHD & dyslexia & a history of smoking pot. He dropped out of HS at 17.

His criminal record is due to drug possession & 1 OUI convictions. His work history consists of entry-level jobs, which he loses after a few weeks.

He is angry! He wants a job & is tired of feeling like a loser.

Is Progressive Employment a good fit?

Why/Why not?

Would knowing his age impact your decision?





Pause for a Discussion



Kai, a young man on your caseload, lives with his parents and has been told by them “get a job by next month!”.

Kai has seen his parents & friends work hard; he says “Work really sucks! They don’t have social lives!”

His “work is for jerks” motto, has yet to be disproven. Kai is determined to sabotage anything he is forced to do.

Is Progressive Employment a good fit?

Why/Why not?

Does the age of this person impact your decision?





**Now, Let's consider what
Progressive Employment
is NOT intended to be**





For a Job Seeker, What Progressive Employment Is NOT



- ✓ **Not a promise of a job:** PE is a process. It often starts low does experience.
- ✓ **Not for client w/ clear goal & strong experience:** Go directly to placement
- ✓ **Not for clients wanting quick jobs:** Process just won't fit. Go to placement.
- ✓ **Not designed to keep people busy:** PE is a process involving a progression of experience intended to explore options, settings, skills/soft-skills matches.
- ✓ **Not intended simply to provide a wage:** wage is usually paid by agency. PE process is S/T experience that eventually lead to the right job/career
- ✓ **Not for those who aren't willing to actively engage in the process:** person must participate in the team and process to make it work well
- ✓ **Not long-term subsidized employment:** Paid work experiences are S/T in nature (6 wks in ME)



For a Business, What Progressive Employment Is NOT



- ❖ **Not a source of Free Labor**
- ❖ **Not a Push to Hire:** PE meets businesses where they are
 - Some hire (quickly or after a few experiences)
 - Some hire eventually, but need lots of time/experience
 - Some never are ready (still good for PE low dose)
 - Some hire after their 1st experience (very few do this)
- ❖ **No violations of the Fair Labor Standards Act**
 - Age: are there restrictions on job types/equipment use, hours allowed
 - Consider wages: When youth min wage applies, what is typical wage for this position?
 - Trainees don't displace regular employees.





For the Agency, What Progressive Employment Is NOT!

- ❖ **Not a place for people who don't want to work:**
- ❖ **Not a place to park clients:** for those you can't figure out how to help or direct you still need to make a referral with a specific ask
 - ❖ **Not simply WBL:** it requires teamwork, communication, collaboration, creativity to make it work
- ❖ **Not simply Jobsville:** Jobsville meetings are a critical part of PE, but without the WBL experiences it is not PE.



Target Population

Who can benefit?



- Youth needing career exploration or work experience
- Youth needing to develop soft skills
- Difficult to place adults
 - Recently acquired disability needing career change
 - Stuck cases wanting work: criminal histories, significant disabilities, etc.
- Others?



Progressive Employment States (ME, NE, OR & VT)

Target Populations

 Little or no work history

 Stated interest by client

 Soft skills/ behavioral

 Stuck on caseload for long time

 People with criminal histories

 Most significantly disabled

 Previous job failures





Pause for a Discussion



Rosario is a single mom of 2 kids. She and her kids all have significant hearing impairments. Her mother provides before/after school child-care for both children.

With a bachelor's degree in computer science, Rosario has worked as a programmer, since graduating from college. Her work history is solid, with strong performance reviews throughout her career. Rosario recently left her job when her company relocated to another state; she didn't want to leave her family support system or uproot her family. Rosario wants to work as a programmer, but she is not good at a job search. She needs immediate employment, so she can continue to support her children.

1. Is Rosario an appropriate referral for Progressive Employment?

Yes: Explain Why

No: Explain Why not

2. What next steps do you recommend for Rosario?



Any Questions?

