

# Progressive Employment: A Dual Customer Approach to Service Delivery

## Content Development by:

Institute for Community Inclusion, University of Massachusetts, Boston,  
through multiple federal research and model demonstration grants.

The Progressive Employment Model was developed by  
the Vermont Division of Vocational Rehabilitation in 2009,  
using funds from the American Recovery and Reinvestment Act.



Rehabilitation Services Administration

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Explore VR



# Progressive Employment: A Dual Customer Approach to Service Delivery

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

**Presented by:**

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# Today's Learning Objectives

Trainees will be able to

- Explain the basics of Progressive Employment – Culture shift

Describe what Jobsville is including:

- Who the team members are
- Their roles and responsibilities
- Standard Jobsville agenda

# Progressive Employment Requires Cultural shift in thinking

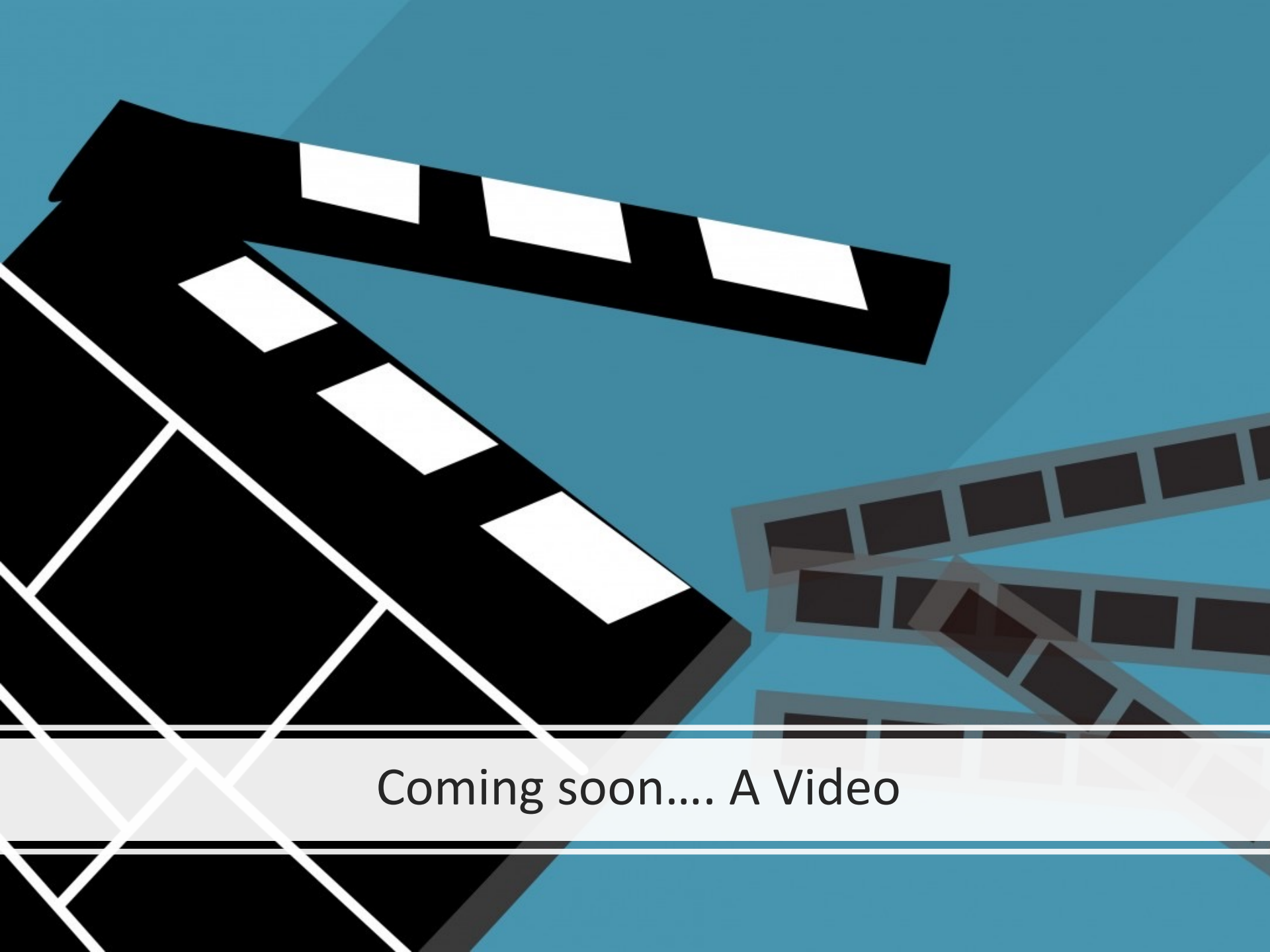
Adoption of “everyone  
is ready for something!”

Progressive Employment  
occurs under an IPE

Rapid engagement in real  
life work setting

Reduction of “job  
readiness” concept

VR consumers meet with  
employment specialists  
earlier in VR process.



Coming soon.... A Video

# Employment Specialists Perspectives



# Progressive Employment & Jobsville = Jobsville Team Formation & Collaboration





# Jobsville: Critical Progressive Employment Component



- ✓ Where critical communication happens
- ✓ Regularly scheduled meetings & structured agenda to be efficient & address vital info for client success
  - ✓ All team members attend & participate actively
    - ✓ How team is formed & maintained
    - ✓ Mechanism for building trust
- ✓ Can have many names! What it's called matters not!
  - ✓ WBL alone  $\neq$  Progressive Employment
  - ✓ Jobsville alone  $\neq$  Progressive Employment



# Jobsville Meetings: Logistics



**Frequency:** Twice a month for 2-hrs

**Location:** A set location is identified for these meetings

**Who Facilitates?:** A leader is identified (usually BAM)

**Who Participates:**

- Provider: employment staff
- VR Agency: VRCs, VRC 1s, BAMs
- Others: JMG staff (as appropriate)

**Purpose Of Jobsville Mtgs:**

- To make referrals, ID good CRP/client match & give updates
- Share local business info (following a protocol)
- Focus is on communication, sharing ideas & coordination



# Video Intro



# Jobsville Video



# Pause for a Quick Check-In



**Have you ever participated  
in a Jobsville Meeting?**

**Yes or No?**



# Jobsville: Agenda



- ✓ **Referrals:** VRCs present new cases
  - ✓ **Updates** on existing cases
  - ✓ **Brainstorm** on challenging cases
    - ✓ **Success** stories
- ✓ **Share** local labor market Information



# Referral Process in Maine

## Steps for the VRC



- ✓ VRC shares Progressive Employment info with client (& family for youth); presented as a career exploration strategy
- ✓ VRC & Client decide yes or no
- ✓ VRC includes Progressive Employment in IPE
- ✓ Documentation (releases, Jobsville referral form if helpful)
- ✓ Prepare referral packet & information for Jobsville/CRP
- ✓ VRC presents referral at the next Jobsville meeting.
- ✓ After referral – VRC provide referral packet to CRP



# Jobsville Referral:

## What info is shared?

- ✓ Age
  - ✓ Employment interests & goals
  - ✓ Brief work history
  - ✓ Expectations for employment
  - ✓ Geographic constraints
  - ✓ Transportation (is a driver, other?)
  - ✓ Relevant family info (children, guardian, etc.)
  - ✓ SSI or SSDI recipient
  - ✓ Other relevant info
- ✓ Functional limitations
    - Barriers to employment
    - Disability/diagnosis
    - Other: criminal history, substance abuse, etc.





# Pause for Quick Check-In

**What do think is the most helpful and important information for referrals? (select top 3 choices)**

Personal demographics (age, gender, location)

Work experience/history

Job Goal

Barriers/challenges

Hobbies/interests

Criminal History

Transportation/geographic restrictions

Disability

Accommodations

Other



# Jobsville Referrals

## Team Role & Action Steps



- ✓ Once a case is presented, the team may ask questions.
- ✓ They "popcorn" ideas for the client:
  - ID specific rapid engagement options/contacts, etc.
- ✓ Assign client to an employment specialist (ES) on the team
- ✓ Referral packet is given to the ES
- ✓ Plan warm handoff (VRC introduces Client to ES)
- ✓ Ensure Rapid Engagement - post referral



# Jobsville: Existing Case Updates



Team members present updates:

- Activities to date
- Progression through WBL activities
- How things are going (good or bad)
- Plans for ongoing activities

## Updates might also include

- Changes in direction based on experience
- Changes in family/life impacting person



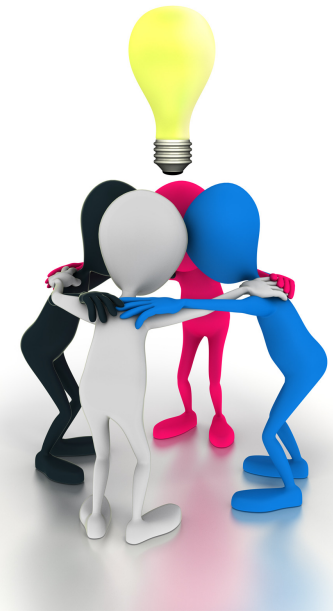
# Jobsville: Case Challenges

Staff discuss cases where they feel "stuck" due to:

- Barriers or behavioral challenges
- Things making placement difficult

Team brainstorms ideas:

- Low dose options to help move cases along
- Team ID's possible business contacts



## **MANTRA:**

"Everybody is ready  
for something"

**The trick:** Figuring out  
what's best for the person,  
based on: needs, skills,  
attitude & motivation



# Jobsville: Celebrating Successes

Sharing successful cases, including work experience strategies that might work for others.

Hearing what worked for one candidate can be helpful to others working with similar candidates.



A time to recognize & thank team members for their contributions/partnering on a case.



# Jobsville: Local Labor Market Info (LMI)

- ✓ Each Team Member shares LMI gathered (business outreach, chamber or association meetings):
  - job openings
  - hiring trends/changes
  - businesses willing to offer work experience opportunities
  - new businesses coming to town
  - Positions requiring specialized skills
- ✓ This is not a re-hashing of jobs found online/newspaper
- ✓ Local LMI gets saved in Employer DB



# Pause for a Quick Check-In

**Do you think Jobsville enhances  
relationships with businesses?**

**Yes or No?**



# Jobsville: Local business “intelligence”



## Pros

- + Current
- + Specific to your area/region
- + Offers a chance to network directly with an employer
- + Info about unadvertised opportunities
- + Gives nuanced info on local workforce

## Cons

- +/- Only as good as the information source
- Must be shared in a timely manner to optimize business relationship
- Can be hard to gather





# Pause for a Quick Check-In

**Do you think Jobsville enhances  
relationships and/or communication  
with other CRPs?**

**Yes or No?**



# Jobsville challenges

Building strong & trusting team

Initial concerns re: sharing leads - soon realize value of sharing

Deciding on provider/sharing referrals

Areas with no providers available  
(geography or case loads are full)

Ongoing Brainstorming/Popcorning Ideas

**Consumer Interests + Industry Needs**



# Team Roles & Responsibilities

**Progressive  
Employment:  
A Team  
Approach  
Roles &  
Responsibilities  
of the Team**



# A Team Approach to Service Delivery

Team: Job Seeker, VRC, BAM, CRP Employment Specialist, JMG specialist, and Employers.

Team works together to:

Develop an individualized Progressive Employment plan

ID sites for work-based learning experiences

ID support service & training needs

Have rapid communication re: LMI in structured, regularly scheduled way to ID matches & opportunities



# Knowing the Details!



Who is doing what in the delivery of Progressive Employment services?



Target population



Understanding funding & reporting requirements



Referrals, Service Delivery Processes, Data Collection, etc.



# VR Counselor Role

- ✓ Provide initial counseling, explain PE to client & family & add PE to IPE
- ✓ Prep for & make Jobsville referral
- ✓ Assign ES, complete & pass along referral packet
- ✓ Make a warm handoff to provider staff person
- ✓ Facilitate Jobsville when BAM isn't available
- ✓ Participate in Jobsville brainstorming, share updates, success stories & Local LMI
- ✓ Assist with job development/business outreach
- ✓ Provide support services as needed
- ✓ Know how funding works re: paid experiences & about liability/workers' compensation coverage.



## Provider Employment Specialist Role

- ✓ Focus on business outreach/relationships (individually & through groups/associations)
- ✓ Negotiate directly with business
- ✓ Maintain regular contact with businesses, and immediately after WBL activity solicit feedback
- ✓ Actively participate in Jobsville, brainstorm, share updates, success stories, challenging cases, accept and/or share referrals, etc.
- ✓ Rapid engagement & regular contact with client (planning doses, after WBL to assess skill gaps for next steps, etc.)
- ✓ Share Local LMI (in Jobsville & with clients)
- ✓ Understanding funding re: paid experience, liability, & workers' compensation coverage.



# Business Account Manager (BAM): Role (focus on Business)

- ✓ Focus on cultivating business relationships
- ✓ Develop new businesses
- ✓ Introduce businesses to Progressive Employment model
- ✓ Facilitate Jobsville meetings
- ✓ Share business contacts & new labor market info with CRP staff & counselors
- ✓ Coordinate work of CRPs
- ✓ Act as primary liaison between VRCs/CRPs
- ✓ Understanding funding re: paid experience, liability, & workers' compensation coverage.





# Others to Involve?



How is the client involved?



Family Role?



Residential staff if any?



School?



Counselor/Therapist?



Others?



# Pause for a Discussion



Your new client, Karen, has a history of depression, anxiety & substance abuse. She is 5 years clean/sober. She receives TANF benefits & lives in Section 8 housing. She is a single mother of a 5-year-old girl, Cherise.

Karen has had little work experience & few successes in life; her self-esteem is low. She has a strong desire to change her circumstances but lacks knowledge, skills & confidence to do so. She fears losing her TANF & housing if she gets a job & fails.

In your initial meeting, she explained her ambivalence about work. She arrived to your office timely & neat but was passive & used self-deprecating language. You learned that she spends her free time with Cherise at the library reading many books together. They also go to the park & in the winter, they play in the snow. She wants to teach Cherise to ski when she can afford it. You realize that she'll need help taking the next steps. Karen expressed no specific job or career goals; she's open to things "you think I can do."

- 1. Is Progressive Employment something to consider as a service for her? Why/Why not?**
- 2. How would you give Karen a chance to give input into the decision about PE services?**
- 3. What WBL experiences might help to evaluate her skills?**
- 4. What might you highlight to an employer about Karen?**





**Any Questions?**  
**Next Session:**

