

Iworkwesucceed.org

October 2019

Employment First: Outcomes and Successes Report

When people with intellectual and developmental disabilities (I/DD) work in their communities, everyone succeeds. With the right job and supports, everyone can work.



Tad was in a sheltered workshop for many years making on average 10 cents per hour. Here he is proudly holding his paycheck from his community job in Hood River, Ore., where he makes minimum wage.

That means those without disabilities are employed at three times the rate as those with

Oregon's Employment First policy was crafted with stakeholders and advocates in 2008. The policy states that community jobs are the first priority in planning employment services for working-age adults and youth who experience I/DD.

Oregon's Employment First initiative is a collaboration between the Office of Developmental Disabilities Services (ODDS), Vocational Rehabilitation (VR), and the Oregon Department of Education (ODE), along with stakeholders and local teams.

Background

People with I/DD who work in the community have more choice and control over their lives. Working helps increase financial independence, build skills, and connect with the community.

According to the 2019 [Case for Inclusion Report](#), about 20 percent of people with who receive services from a state I/DD agency are employed in community jobs.

disabilities. In this same report, Oregon was ranked No. 2 in the nation in areas such as promoting independence, keeping families together, and promoting productivity.

Good for businesses: Businesses that hire people with disabilities say that having employees with disabilities improves the workplace and is good for business. Employers say that people with I/DD are some of their most committed employees.



(left to right) Shane Burrup, principal at Fruitland Middle School, employee Hallie Martinez and Stuart Grimes, Achievement Specialist.

“We have really struggled to find good employees. We really needed the help.” —
Shane Burrup, principal, Fruitland Middle School, Ontario, Ore.

Required by federal policies: Medicaid requires services to be integrated in the community through its [Home and Community Based Services](#). The U.S. Department of Justice issued guidance that the [Americans with Disabilities Act](#) applies to employment and day services. The federal

[Workforce Investment and Opportunity Act](#) (WIOA) places priority on integrated employment for people with disabilities accessing services through VR.

The [Lane v. Brown](#) settlement also has specific requirements that Oregon must decrease the number of people in sheltered workshops and increase the number of people in community employment.

About this document: This report will highlight some of the outcomes and successes achieved toward the goal of increasing community jobs for Oregonians with I/DD. All the numbers included in this report are from the Fall 2019 Lane Settlement Data Report and other reports on ODDS clients for State Fiscal Year 2019 (July 1, 2018 to June 30, 2019).

Vocational Rehabilitation



When people with I/DD are seeking work, they often start by going to Vocational Rehabilitation (VR). A VR counselor helps a person find a good job fit by doing an assessment and writing a plan for the person. The person and their team, including the VR counselor, chooses a job developer who works with the person to go out in the community and find a good job match.

The number of people with I/DD seeking VR services has dramatically risen. In 2012, 1,921 people in ODDS services

Employee Lisa (left) was supported in her search for her first community job by Vocational Rehabilitation Counselor Cortney Gibson. Lisa, who has seizures and was nervous about community employment, started at her job at Towne Pump at three hours per week but now works 16 hours weekly.

had an open case in VR. Today that number is more than 5,000 people.

VR has also made strides increasing the number of people closing their VR cases successfully with employment. In 2012, there were 274 people with I/DD who closed in VR with jobs. In 2019, 853 people with I/DD closed in VR with jobs in the community, a 23 percent increase from the prior year number of 692.

VR continues to make progress helping people with I/DD get and maintain community jobs.

To learn more, go to the ODDS [fact sheet](#) and [video](#) that tells more about how job development works.

ODDS Outcomes

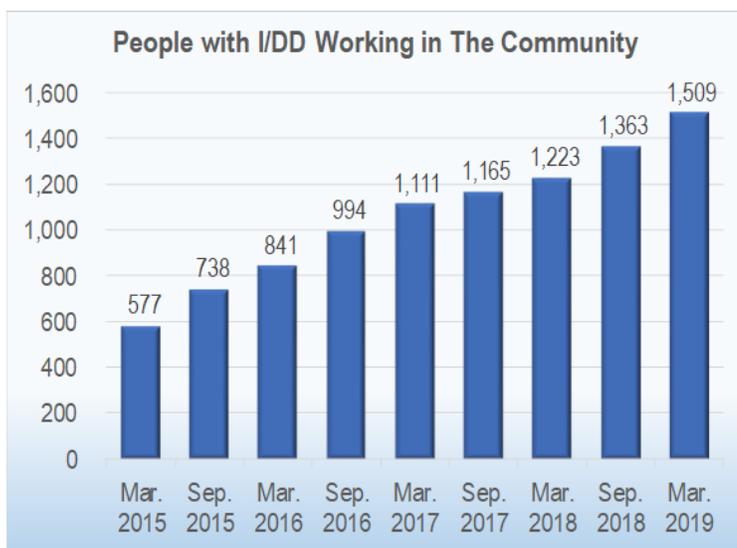


Bailie (left) works at Physiq Fitness in Salem and is supported by her job coach Kenzie, who works for provider agency MV Advancements.

Sometimes when a person with I/DD starts a new job, they might need help from a job coach. A job coach is someone who supports the person at his or her job. This might include things like creating visual aids, making checklists, or making sure the person knows how to communicate with their supervisor and coworkers.

When someone is working with the help of a job coach, this is called Supported Employment. According to data from ODDS, 1,509

people were working in community jobs with supports in March 2019. This is a 23 percent increase from 1,223 people working in the previous year.



On average, people working in jobs with supports are making \$11.43 per hour.

Job coaching is meant to be a service that eventually goes away as a person feels more comfortable and knows their job. However, some people may have more significant support needs and sometimes they need job coaching for more time.

Many people are able to do their job independently and ask their coworker or supervisor for help when needed. Everyone has questions or need assistance at times, and people with disabilities are no different.

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Community Inclusion

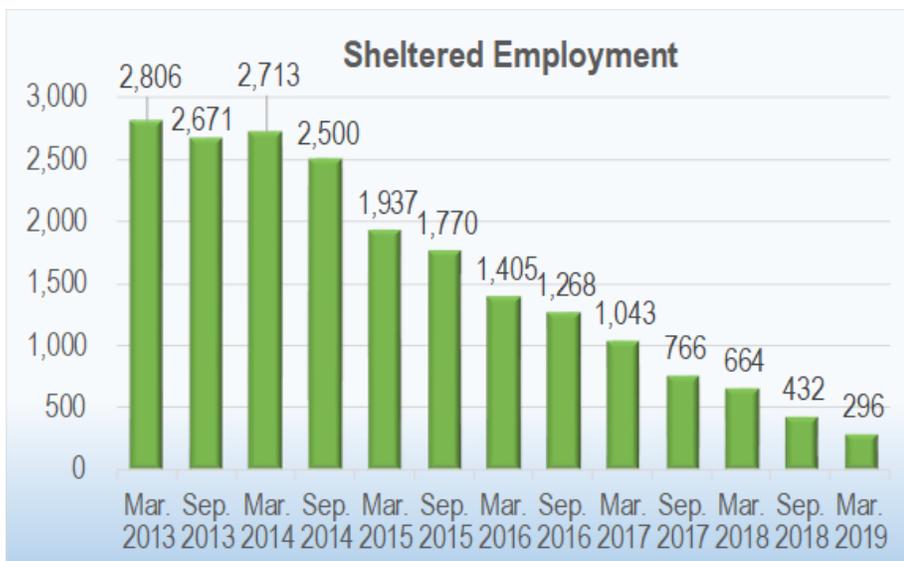


Robert has worked at the Safeway in Baker City, Ore. for two years. He previously was in a sheltered workshop. Provider Step Forward has since closed its sheltered workshop to focus on community employment services. Pamela Roan, director of employment services, developed the job for Robert, who has limited verbal skills but is a hard worker with a big heart. Robert works 20-25 hours per week as a courtesies clerk. He said his favorite part of his job is stocking eggs.

Many advocates, families and individuals believe that people with disabilities are healthiest and happiest when they are fully integrated into their communities.

As Oregon moves in the direction of full community inclusion, there has been an emphasis on moving away from “sheltered workshops,” or facilities where people work mainly with other people with disabilities, often making less than minimum wage. Lane v. Brown Settlement Agreement also requires a decrease in the number of people in sheltered workshops.

In March 2013, there were 2,806 people in sheltered workshops (the highest number recorded in the current data system). In March 2019, there were less than 300 people in sheltered workshops. This is an 89 percent decrease.



Oregon continues to assist providers in transforming their services to be community-based and support people in obtaining individual, integrated jobs in the

community. By the end of 2020, Oregon will no longer fund sheltered workshops.

Transition-Age



Karen Okello, working for Salem Keizer Public Schools in Library Media Support Services, as part of their summer work experience program.

Young people are more likely to find a job as an adult if they have work experiences while in school. More young people with I/DD are getting the chance to experience working in the community while they are in high school. In Oregon, many young people enter what are called “transition programs,” or programs designed to help a person transition from school to the adult workforce. These programs help with life skills such as grocery shopping, meal planning and budgeting, but also include community work experiences.

Oregon’s VR, Office of Developmental Disabilities Services and Department of Education continued the Summer Work Experience programs in 2019. The three agencies leveraged funds and recruited community-based organizations to run these work-based learning experiences across the state. In the summer of 2019, more than 400 students with disabilities were served by more than 26 community providers. More than 180 of those students participating experience were students with intellectual or developmental disabilities. This year, new programs participating include (but not

limited to): Baker County School District, Harney County School District, Phoenix-Talent School District, Salem-Keizer School District, Opportunity Foundation, Dirkse Counseling and Consulting, and Youth Rising in Klamath Falls. Returning programs from 2018 include: Lincoln County School District, Umatilla School District, Grant County ESD, and The Arc of Lane County. All of these work experiences were paid and located in integrated settings in the community.

In Oregon, 396 transition-age students with I/DD got a job with supports in 2019, up from 308 in 2018, a 29 percent increase.



(Left to right) Luke, age 14, Zahra, 19, Walker, 19, and Oriana, 17, all were cast in the professional production of Hairspray – The Broadway Musical at the Oregon Shakespeare Festival in 2019. They were supported in their goal of performing in a professional production by Transition Network Facilitator Cindy Cameron, who helped local offices in southern Oregon to collaborate to make sure supports such as job coaching were in place. Vocational Rehabilitation counselors Brad Haller and Teddy Walston made sure they got a plan and had short-term supports before they transferred to supports through ODDS.

(not just those who experience I/DD) in 120 school districts in Oregon. YTP helps prepare students for a community job after school, or for college or another technical program. In 2018, YTP successes included 63 percent of those who exited the program had jobs upon exit. They were working an average of 28 hours per week at an average wage of \$11 per hour. Another 18 percent were in post-secondary education or training.

The Oregon Department of Education's (ODE) Post Schools Outcome Data from 2018 shows continued improvement for the I/DD population. For instance, in 2018, 46 percent of students surveyed reported working in the 12 months after leaving school, compared to 43 percent in 2016. The number of school-leavers working 20 hours or more also increased, from 52 percent in 2017 to 55 percent in 2018.

Oregon VR and the Oregon Department of Education continue to collaborate on the Transition Technical Assistance Network. In 2018, the network added three additional staff, titled Transition Network Facilitator/Pre-ETS Support personnel. These positions are embedded in three regional Education Service Districts (ESDs) and work to support the TNFs and Pre-ETS Coordinators in areas of high density and large rural counties. This team is working to improve Oregon's systems of designing and delivering employment services for students with disabilities.

Oregon also has the [Youth Transition Program](#) (YTP), which serves more than 1,850 students with disabilities

Innovative Projects at Oregon Employment First



Oregon DHS Employment First is engaged in many innovative projects aimed at increasing provider capacity as well as building supports and services for people with I/DD. Some of the projects include:

Project SEARCH

Project SEARCH is an internship training program for people with intellectual and developmental disabilities (I/DD). Nationally, about 75 percent of Project

Project SEARCH interns and support staff from Garten Services who are working at State of Oregon job sites, including at Publications & Creative Services, Imaging & Records Management and Facilities, in 2019-2020. The eight interns from Garten are all in sheltered workshops and transitioning to community employment.

SEARCH interns become employed in the community at 16 hours or more per week, far above the national employment rate for people with I/DD.

TABLE 1. Project Search results for July 2019 by location.

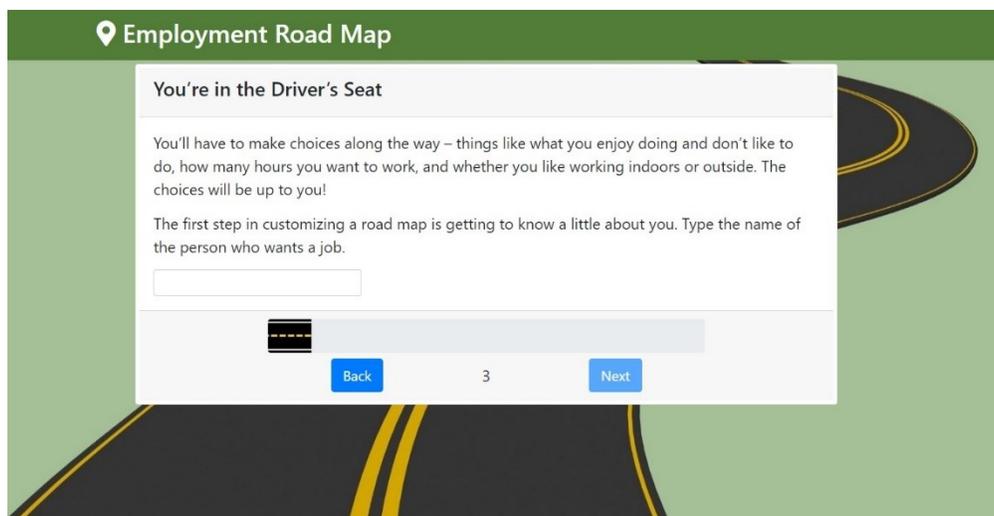
Contractor/Location	Number Graduated	Number Employed	Number in Job Development
Albertina Kerr/Kaiser Westside Hospital	5	1	4
Albertina Kerr/Washington Square Embassy Suites	7	5	1
Albertina Kerr/Kaiser Sunnyside Hospital	7	2	5
Pearl Buck/PeaceHealth Riverbend Hospital	16	5	11
Pearl Buck/Hotel Eugene	4	2	2
Community Access Services/City of Portland	5	0	5

The number employed plus the number in job development do not always sum to the number graduated because some participants left the project for various reasons such as medical issues or moved to another city.

In Oregon, initially there were three sites funded by DHS: Albertina Kerr’s program at Kaiser Permanente Sunnyside Medical Center, provider Pearl Buck’s site at PeaceHealth Sacred Heart Medical Center at RiverBend in Springfield, and Community Access Services’ program with the City of Portland. Project SEARCH students train in 9-month unpaid internships and rotate three times within that time period, allowing them to try three different types of jobs in a variety of departments. The instructor and skills trainers stay on site with the students.

Currently there are nine Project SEARCH sites in Oregon funded by DHS. In the fall of 2019, two new sites launched with the City of Salem (provider Albertina Kerr) and State of Oregon (Garten Services). Interns for these two sites came from sheltered workshops.

Employment First Road Map



The Employment First Road Map Project helps a person with I/DD and their family explore their journey through the service system. By answering a series of questions, the platform builds an individualized guided path. At the end of the session the user should have a better understanding of the

supported employment system as it applies to their situation. In addition, they have the option to print or save a version of their personal road map: user-specified information such as contact information for their local CDDP, brokerages, VR branch office, school YTP program, and information about any of the employment services they expressed interest in during their time on the website.

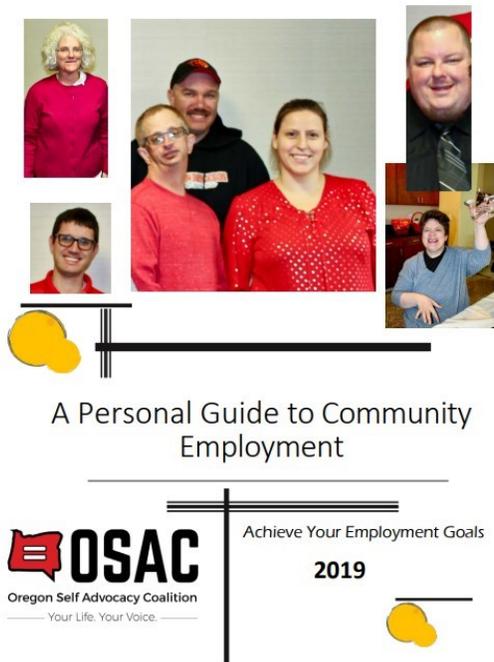
The vision is for this tool to be useful to people doing their own research on supported employment services, to be used in a guided way with their case management entity, and as a training tool for staff to see how the system parts fit together.

The website launched in January 2019. It has been introduced to prospective users through presentations at the 2019 Oregon Statewide Transition Conference, the 2019 SC/PA Conference, and via an Employment First Statewide Coordinator’s weekly email message.

Requests for additional functionality in Version 2 include a pathway describing employment services available through the Commission for the Blind, listing non-school related Transition Programs, and voice-over narration. Work will commence on Version 2 as soon as web design staff are assigned.

The website is available at: <https://road2work.oregon.gov/>

Self-Advocates' Guide to Employment



In 2019, the Oregon Self-Advocacy Coalition (OSAC) published a [Personal Guide to Community Employment](#). OSAC developed this guide with help from the Oregon Council on Developmental Disabilities (OCDD) and with support and funding from the Office of Developmental Disabilities Services.

OSAC, a statewide nonprofit organization, is led by people with developmental disabilities. They believe that with high expectations, appropriate supports and the right job match, people can get competitive integrated employment – or a community job.

OSAC developed the guide to help people achieve their job goals. The guide takes on myths about working in the community and helps explain terms used in developmental disability services. It helps people learn about choosing their own provider, and how to problem solve if a person comes across obstacles or barriers.

The OSAC guide also provides handy check-lists for choosing an employment provider, deal breakers for what a person wants in a job, and tips for preparing for a job interview. It also include a visual guide to helping a person use the ODDS Employment Outcomes System to help them compare providers and their outcomes and data.

This Employment First Outcomes and Successes report is available online with links accessible at the Employment First website under “Documents and Publications” at: <http://iworkwesucceed.org>