

A Personal Guide to Community Employment



Oregon Self Advocacy Coalition

Your Life. Your Voice.

Achieve Your Employment Goals

2019





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Check out [employment success stories](#)





OSAC Member Danya Davis celebrating the completion of the guide.

ACKNOWLEDGMENTS

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- Kaaren Londahl, OSAC member
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- Robin Cassidy, OSAC member
- Gabrielle Guedon, OSAC Executive Director

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Welcome



“A big step in looking for a community job is choosing an employment service provider. Your time is valuable. It’s important to choose a provider that is serious about helping you reach your employment goals. Use this guide to help you choose one or more providers that best fit you.”

~ OSAC Executive Director Gabrielle Guedon



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Get involved, visit www.askosac.org

A Word from the Oregon Self-Advocacy Coalition

“The journey can be scary at times, but it is an exciting process that allows you to make money to pay bills and do fun things with friends.”

~ Kaaren Londahl



OSAC member Kaaren Londahl and State Senator Sara Gelser pose for a picture in the senate chamber.

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

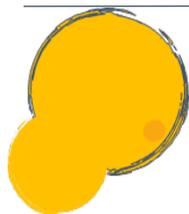
At a community job, a person:

- Works full or part-time;
- Earns minimum wage or higher; and
- Works with coworkers without disabilities.

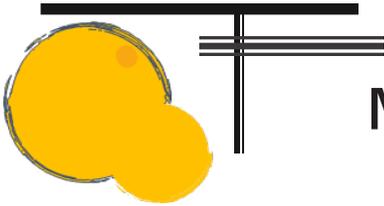
Myths & Truths About Working in the Community

Many of us have fears about getting a community job. Sometimes, fears are based on “myths” or on problems that don’t happen often. Sometimes problems happen. If you experience one, ask your [Personal Agent \(PA\)](#) or [Service Coordinator \(SC\)](#) is the key to accessing the supports you need to reach your goals. Things work the best when your PA or SC is in the loop.

In addition to asking your SC or PA, you may also want to ask [your VR Counselor](#); and others in your life.



Hint: All underlined words are in the glossary with an explanation of what they mean.



Myths & Truths About Working in the Community

“I won’t be able to do my job.”

Your job developer will help you find a job that you can do or want to learn.

“I won’t be able to see my friends.”

You can stay in touch with your friends. Most people meet new friends when they get a job.

“I will lose my Social Security or Medicaid.”

A benefits counselor can tell you how to keep your benefits while you work. Ask your PA or SC to help you make an appointment. Do this early in your job seeking process.

“My family doesn’t want me to get a job.”

Sometimes families worry that you won’t get a job or that finding a job will be hard. Your PA or SC can help you talk with your family about any worries and how they can get involved.

“I want to work but I must wait for my ISP meeting to change my employment goal.”

You can ask for an ISP meeting any time contact your PA or SC.

“I must have Discovery before I can make an appointment with VR.”

Discovery is never required. As with all services, it is your decision to request it or decide that you don’t want it. It is important to know that it is likely that Discovery will delay the start of job development (a service where someone helps you to look for a community job.)

You or your SC or PA can contact VR directly at any time. If you contact VR, be sure to tell your PA or SC as soon as you can.

“If I want a community job, I must quit my other employment services, such as Small Group and Employment Path.”

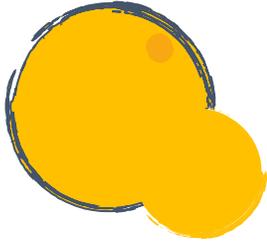
This is not true! Getting a community job does not mean your other employment services will end. But, if you work 25 hours a week or more and use ODDS job coaching, you will not be able to get other ODDS employment services. If you work this much, talk to your SC or PA about your options.



Make it Happen!

Many people get a job like this. But, it's important to remember that everybody is different!

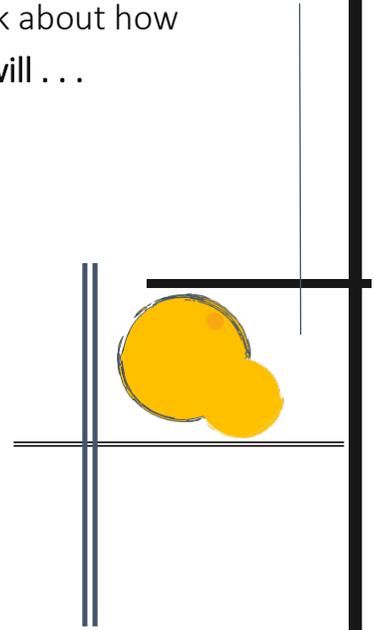




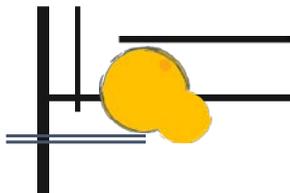
Why Your Career Development Plan is so Important

Your Career Development Plan (CDP) is part of **your ISP**. Make sure it is a plan, so you can achieve what YOU want. Here are a few things to know about your CDP:

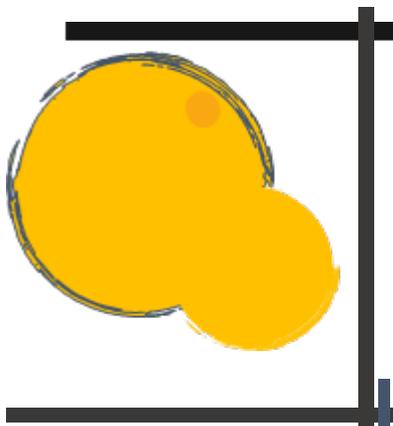
1. It must let people know what you want your life to look like, so think about how you would finish this sentence: **I'll know my CDP worked because I will . . .**
 - o Examples of how you might finish this sentence include:
 - Be working at least 20 hours a week in a car repair shop.
 - Get to my job by riding the bus or walking
 - Have earned enough money to buy a new recliner.
 - Have finished my second class at the community college so I can read better.
 - Use my phone to keep track of my work schedule.



These examples are called **outcomes or goals** (what you want to accomplish). Your PA or SC helps you to develop them. Each of the employment services you request must have at least one goal. [Page 20](#) has a tool to help you think about your goals.



2. Your employment provider must develop an **Action Plan** for each goal. It lets the people who support you know what they can do to help you reach your goals. If you don't think your provider is doing a good job helping you reach your goals, ask to see your Action Plan and talk with them about what is working and what isn't. It is a good idea to include your SC or PA in this meeting. You can also invite others.
3. It's YOUR CDP, so you can change it at ANY time. Let your SC or PA know what you want to change. For example, if you have accomplished your goal of getting a community job, you'll want to add other goals like learning to do your new job.
4. Your CDP belongs to you, so you should always have the most recent copy. If you have a hard time reading, you could make a voice recording of your goals. Having your goals handy is a great way to make sure things stay on track.



**“It’s your CDP,
so it is very
important that
you speak up.”**

Before You Go to Your ISP Meeting Think About How You Would Answer These Questions:

- What is working?
- What could work better?
- What isn't working for you?

By thinking about this before the ISP meeting, you'll be able to provide people with examples of what is working for you and what could work better. It is also a good idea to invite the people who provide you with employment supports.

Keep Everyone Updated During the Year

Let them know when things are working as well as when things are not working.

If you want help talking to your provider, ask your SC or PA or others for help.

An Overview of Employment Services

VR and ODDS fund employment services that can help you to find, keep and advance in community employment. Here is a description of each service.

Job development is paid for by VR. A job developer helps you find a community job. Here are a few examples of what a job developer does:

- Visits with potential employers;
- Helps with applications and interviews;
- Identifies or creates positions in the workplace

[Watch the job development video](#)

Small Group Employment is:

- A group of up to eight people who work together as a crew at a community business;
- Earning at least minimum wage

It provides opportunities to:

- Interact with the community
- Get valuable work skills

A person is never required to participate in any ODDS employment service before or after getting a community job.

Job coaching funded by VR begins after you find a job. A job coach helps you:

- Learn new tasks;
- Figure things out so you can be as independent as possible;
- Transition into a new job;
- Advance toward career goals

ODDS pays for this when you, your VR Counselor and your job coach feel like your job is stable. Usually, you will keep the same job coach. The role of a job coach is to help you learn how to do things by yourself at work. As you get better at your job, you will probably need your job coach less. Eventually, you might not need them.

[Watch the job coaching video](#)

Employment Path Services, which are time-limited, provide:

- Community work experiences and internships to develop general skills, and
- Benefits Counseling which shows if working will affect your benefits

[Watch the Employment Path Community Video](#)

Services Must Support Your Goals

What is Discovery? And is it right for you?

Discovery is an ODDS service that provides job exploration through work experiences, informal interviews and other activities. It only lasts for three months.

Many people have spent a lot of time in ODDS employment services. If you are thinking about Discovery, meet with your team and discuss what experiences you have already had. You may find out that you know what type of job you want, and don't need Discovery.

No one is ever required to have Discovery. **Discovery will delay the start of job development.**

If you want to know more about other services that are like Discovery, but are not likely to delay job development, talk to your SC or PA.



You may want to consider Discovery if you:



Have little or no experience working in the community;



Are not sure what type of job to aim for;



Want to learn about supports you may need to be successful in a community job; or



Already have a community job and want to change careers.

What if I need a job right now but also want to explore other careers?

Even when you have a job, you can still use Discovery. Ask your SC or PA to help you find a provider that will do Discovery outside of your work hours.

[Watch a video about Discovery](#)

How to Choose an Employment Provider

Here are four steps to choosing an employment provider. There is a Checklist to help you keep track of these steps on [page 19](#).

1. Learn about providers in your community

Your PA or SC plays an important role in helping you choose a provider. Ideally, they will have a list of certified employment service providers in your community. One way to learn about providers is by asking people in your community whether they would recommend a provider they have worked with. Examples of people to ask are your friends, family and professionals. Your PA, SC or VR counselor may also be willing to share what they have heard from their customers.

2. Check the data

A consumer report publishes facts about a good or service so we can make informed decisions when we buy things. Similarly, ODDS publishes facts about providers. This data is just one piece of information to help you choose an employment service provider that is right for you.



Kelsey Hargrove has been an important part of the team at Burger King since 2014. Read more [here](#).

How Checking the Data Works

Twice a year, providers enter employment data into the [Employment Outcomes System \(EOS\)](#). They enter things such as the average number of hours a person works per week in a community job and the average amount of pay a person earns per hour. This information helps you to see how good a provider is at helping people get community jobs.

This website also shows which providers can work with new customers. However, things change quickly. So, interviewing providers is important. Your PA, SC or VR counselor can help you understand the data. See [page 28](#) for tips on how to use the data to decide on a provider.

3. Arrange interviews with potential providers

When you know which providers you are interested in, ask each one for an interview. Your PA, SC or VR counselor can help you set up the interviews and/or attend them with you. Set aside at least an hour for each interview. When you call, be ready to give your name and number, and times and dates you are available.



Paul Tuenge poses for a picture with his OHSU co-workers. Read more about his job [here](#).

4. Conduct Interviews

Because so many Oregonians with disabilities want to work, some providers are not available. This means providers can choose who they want to work with, just like you.

“When speaking up for yourself, it is key to be direct and clear with what you want and need. If you need to, practice what you want to say with someone you trust.”

**-Gabrielle Guedon, OSAC
Executive Director**

Check out [sample interview questions](#)

1. Learn about providers in your community

3. Arrange interviews with potential providers

2. Check the data

4. Conduct interviews

Tips to Prepare for the Interview

What is Important to You?

When making decisions, we think about what we **MUST** have (a deal breaker) and what would be **NICE** (not a deal breaker).

Sue's deal breaker is working inside. It would be **NICE** to only work on the weekdays. But, this is not a deal breaker for her because she knows that sometimes a new employee must work on the weekends. Sue knows she'll have more job choices if she is willing to do this.

So, when you think about what your deal breakers might be, also consider what you will have to give up if you decide that something is a deal breaker. [Page 21](#) has a deal breaker tool.

If it would be hard for you to take notes during the interview, think about:

- Bringing someone to help you take notes or asking the provider to help you take notes; or
- Recording your questions and playing it back for the provider.

Look Your Best:

Brush your teeth, wash and style your hair.

Dress professionally. Wear clean, unwrinkled clothes like:

- A button-up or collared shirt or a sweater;
- Slacks or a skirt; and
- Dress shoes if you have them.

Before the Interview:

- Practice interviewing with a friend. Get used to asking questions and talking about your goals. [Pages 22-26](#) have examples of questions to ask.
- If you want, ask your PA or SC or someone else to go with you.
- Arrange your transportation in advance.
- Plan to arrive five to ten minutes early.

After the Interview:

- Think about how you felt. Were you treated nicely? Were you listened to?
- Send a thank you email.

Decision Time



After all that work, it's time to decide what provider is best for you.

Below are some questions to help you decide.

- Was the provider respectful to you?
- Did you like their answers to your questions?
- Does your community say good things about them?
- Does the data show that the provider is good at helping people find community jobs?
- Can the provider begin working with you when you want? If not, how important is that to you?

[Page 27](#) has a tool to help you organize your answers to these questions so you can compare each provider's answers.

Make the Call

Once you decide, your PA, SC or VR counselor will help you schedule an appointment. If you decide to call the provider yourself, be ready to share your name and number. Here is some information you may want to prepare before you make your call:

- The name and number of your PA or SC; and
- The name and number of your VR counselor; and
- The services you want to receive; and
- Dates and times that you are available to meet

Problem Solving

The next few pages have ideas how to solve common problems. Hopefully, you won't face any of these challenges, but just in case, we thought of some possible ways to fix them.

01

Other examples of common problems are:

- When the provider you want is not available.
- You think your VR Counselor is not listening.
- Your provider wants to place you in a job that you don't want.

Problem Solving Example 1:

“What are some of the things I can do if my SC or PA does not return my calls?”

Things do not always go as planned. When you are not happy with your services, let your PA or SC know so they can help you. If you are not happy with the way your PA or SC handles a situation, talk to their boss.

- If you have called once, call again and leave a voice mail. Give your PA or SC a couple of business days to return your call.
- If you have waited three or more business days, and your PA or SC has not returned your calls, contact the brokerage director or CDDP manager for help.
- Your PA or SC might be out of the office or needs a reminder from their boss to call you back.

02

Problem Solving Example 2:

“What options do I have when the provider I want isn’t available?”

Before deciding on a provider, ask them if they are available right now. If they are not available, ask them when they think that will change.

Talk with your PA, SC or VR counselor about other options.

If you don’t think you need the service, tell your SC or PA. Remember, ODDS never requires anyone to get a certain employment service before getting a community job. Always let people know what is important to you.

03

Problem Solving Example 3:

“My VR Counselor doesn’t think I can get the job I want.”

Your VR counselor must work with you and your planning team to explore your interests. They also must help you develop a realistic employment goal that you can achieve. Your first idea about the job you want may change as you and your VR counselor learn more about your interests.

For example, if you want to be an archaeologist, it’s the VR counselor’s job to explore whether that job is a good fit. What parts of being an archaeologist are most exciting to you? Is it being outside? Is it finding things in the dirt? Or, about wearing a lab coat?

If You Think Your VR Counselor Is Not Listening to You, Try These Steps:

1. Tell your counselor that you want to make sure you are understanding each other.
2. Tell them about the problem and work together to solve it.
3. Ask your SC or PA for help.
4. Contact the VR branch manager to ask for help with your counselor or to find a new one.
5. If you tried all the steps and still have a problem with VR, contact the Client Assistance Program (CAP) at Disability Rights Oregon (DRO). CAP helps people who are having problems with VR services. Learn more [here](#).



Jamal Jackson (center) sharing a laugh with his co-workers. Jamal works 27 hours a week. Learn more about Jamal and his job [here](#).

Problem Solving Example 4:

“My provider wants to place me in a job that I don’t want.”



Tyler Wideman with Karen and Al Petit, owners of the Harley Davidson in Coos Bay. Learn more about Tyler and his job [here](#).

04

If you think you are being placed in the wrong job, try these steps:

1. Ask your PA, SC or VR counselor for help.
2. Tell your provider you don’t want the job.
3. Remind them of what kind of job you want.
4. If you are not satisfied with their response, contact their boss and ask for help.
5. If their boss does not help you solve the problem, consider finding a new provider.
6. You can also ask your PA or SC to help you file a formal complaint by using [this process](#).

Jamal and Tyler are both examples of people who love their jobs!

Tools to Use



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Check out some [employment videos](#) of Oregonians with developmental disabilities who have community jobs.



Oregon Self Advocacy Coalition
— Your Life. Your Voice. —

We hope this guide helps you to achieve your goals.

~ OSAC Leaders

Make your own map to a community job, check out [The Road to Work!](#)

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Checklist for Choosing an Employment Provider

Here are six steps you can take to choose a provider that is a good fit. Mark each step as you finish it. This will help you to keep track of where you are in the process.

#	Step	Done	Working On	Need to Do	Notes
1.	Learn about providers in your community by talking to others like friends and your SC or PA.				
2.	Check out the data on the EOS website. If you want, ask your SC or PA for help understanding the data.				
3.	Arrange interviews with providers you are interested in. Set up transportation before the day of the interview.				
4.	Conduct interviews with each provider. Bring a copy of your questions.				
5.	Make a decision.				
6.	Schedule an appointment to get started.				

Click [here](#) if you want to return to page 11

My Employment Goals

Use this tool to think about what your employment goals are. While it is great if you use this tool to get ready for your ISP meeting, you can fill it out at any time. Remember, you can change your ISP at any time, just let your SC or PA know as soon as possible. If you fill this sheet out, share it with your team. It will let them know what you want. When people know this, it will help them support you to reach your goals. Only finish the sentences you want to. Click [here](#) if you want to return to page 7

I'll have a community job doing

and I'll be working _____
hours a week.

I will be a great employee
because I will: _____

I'll be able to: _____

Deal Breaker Tool

Use this tool to help you decide what you MUST have in a job (a deal breaker) and what would be NICE but is not a deal breaker.

Possible Deal Breaker and the Reason it Might Be a Deal Breaker	Things I Might Have to Give Up if I Decide it is a Deal Breaker	Things I'd Consider Trying so it is not a Deal Breaker	Is it a Deal Breaker? Yes, No or Undecided

Click [here](#) to return to page 13

Interview Tool

Make a copy of this form and use it to take notes during each interview. You can ask all or some of these questions. You can also write your own questions.

Name of Provider:

First Things First:

1. Tell me about your success finding community jobs for people with disabilities.

2. When is the last time you helped someone to get a job in community?

Tip: If the answer is “never,” or if it has been a long time since they helped someone get a community job, you might say: “Thank you for that information, why do you think I should believe you can help me get a community job?”

3. Give me some examples of community jobs you helped people find.

Click to return to page [12](#) or [13](#)

Tip: If the provider never mentions the types of jobs you are interested in, ask:

- i. Have you helped people find the types of jobs I want? If so, please give me some examples.

- ii. If they have not found jobs like the one you want, ask the provider if they think if they would be good fit for you.

If they say “yes,” ask why they think so.

4. If you want to get a job right away, ask the provider if they could provide job development right away.

If they say no, ask:

- i. Why not? How long would it take before I could start job development?

Click to return to page [12](#) or [13](#)

- ii. If they say that you need another service before you can find a job, ask them to explain why they think so. You may also want to ask them if they would still help you get a job if you decided not to get the service they are recommending. (remember, **you never have to get any employment service** before you start looking for a job)

5. How often do you work with VR when someone wants a job?

___ Always ___ Sometimes ___ Rarely ___ Never

Tip: If the answer is not “Always,” you might want to say something like: “Thanks for the information, if you don’t always work with VR when someone wants a job, how do you get people jobs in the community?”

6. If you want Discovery or if the provider is recommending it, ask:

- a. How often do you provide job development to people have gone through Discovery with your agency?

___ Always ___ Most of the Time ___ Sometimes
___ Hardly Ever ___ Never

Tip: If they say anything except “Always,” ask them to explain times when they don’t provide job development. If they say that they probably would not job develop for you, ask them why they think you should sign up for their services.

Click to return to page [12](#) or [13](#)

Hint: If a provider who does Discovery is not willing to job develop for you, talk with your SC/PA and/or VR Counselor and see if they think this is a good idea. Often, if you have done Discovery with one provider and then look for another provider to do job development, it can be a long search.

7. Will you provide transportation when we meet? If not, will you help me to arrange transportation for our meetings?

8. If you need to use public transportation to get to work, ask them if they can find you a job on the bus line.

9. How will you help me to address any challenges in finding a community job?
Hint: If you are worried about some challenges, tell the provider what you are worried about.

10. What should I do if I am having a hard time with my job developer or job coach or other employment staff who are supporting me?

11. What happens if you don't help me find a community job?

12. Once I get a community job, can I count on having just one coach instead of many different job coaches?

Click to return to page [12](#) or [13](#)

If the answer is that you will have more than one job coach, ask: How will you make sure the different job coaches know how to support me and my employer?

13. Can you give me an example of a time when one of your job coaches helped someone to solve a problem they were having at work?

14. What happens if the job does not work out?

15. Can you give me examples of people who have gotten a raise or a promotion at a community job?

Don't forget that you can always add your own questions.

Click to return to page [12](#) or [13](#)

Decision Tool

Most questions in this chart only need a “yes” or “no” answer. If you don’t know the answer to a question, you probably want to get the answer. This chart will help you think about what provider would be the best match for you.

Provider Name	Can they begin working with me right away?	Were they respectful to you?	Did you like their answers?	Does your community say good things about this provider?	Does the data show they are good at finding community jobs?

Click here if you want to return to [page 14](#)

Make your own map to a community job, check out [The Road to Work!](#)

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Employment data is one of many pieces of information you can use to make your decision. Many people use consumer reports to research the quality of goods or services. They then have information, before they decide. You can use data on the Employment Outcomes System (EOS) website to do the same thing.

Helpful Hints

- Your PA, SC or VR counselor can help you use this guide to navigate the EOS website and understand what the data means.
- Because the EOS website gives a snapshot of data every six months, in March and September, the information may not be current. So, check with providers to see if anything has changed since the time they shared their data.
- Most providers use the EOS site to show if they have [capacity](#), meaning they have enough staff available to serve new customers; others do not. As a result, staff availability may not be exact.
- In short, remember that data is just a snapshot in time that can give you helpful information. If you have any questions about a provider, call and ask.

Click [here](#) and a table will appear like the one in Figure 1 on the next page.

Click [here](#) if you want to return to page 11

When looking for a community job, focus on the provider's track record. This section will show you what the data means and how to use it. Let's start by understanding **Figure 1**.

Figure 1

1. The date the data is for

2. Choose the county (ies) you want to see.

3. Choose a provider you are interested in.

4. Click the provider's name to learn more, including what services the provider has room for new people in; and if they offer services in other languages.

Period
County
Provider
Reset

September 2018
All Counties
ACME

Legend

Provider offers services in languages other than English

Provider has capacity available

Provider has not specified capacity available

Provider has no capacity available

5. Number of people served.

6. Because this light is green, it means the provider has capacity (room) to serve new people.

ACME

Employment Services Summary - September 2018

40 total individuals served with employment.

85.11% of individuals are in integrated employment

47 total individuals served.

100% completion rate

Employment and Day Programs at a Glance	Integrated Employment		Path to Employment			Total Paid Job Setting		Non-Work Day Activities	
	Individual Supported	Small Group Supported	Discovery	Employment Path Community	Employment Path Facility	Total Supported Integrated Employed	Total Employed	Facility	Community
Individuals Served by Type	32	13	0	0	0	40	40	0	
Average Hours Worked per Week	13.1	4.4	N/A	N/A	N/A	11.9	11.9	N/A	
Average Wage per Hour	\$10.80	\$10.75	N/A	N/A	N/A	\$10.78	\$10.78	N/A	N/A

[Add to comparison](#)

7. The number of people (32) ACME supports in community jobs. So, most of the 40 people ACME supports have a community job. That's a great sign! If a provider has "0" here, they may not know how to get people community jobs.

8. The average number of hours per week that people with community jobs work. Average means most people work 13.1 hours a week. Although some people work more than 13 hours and some work less. If you want to work more, ask the provider if they can help you do this.

9. The average hourly wage earned in community jobs.

10. Use this so you can see all the providers you are interested in

Click here if you want to return to [page 11](#)

Let's look at what you get when you click on the provider's name (#4 in Figure 1)

Figure 2: Capacity (Can a provider work with me right now)

[Back to List](#)

ACME Job Services

Address 1 2018 Broadway Street
Address 2
City Portland
State OR
Zip 97215
Website www.acmejobs.org
Email info@acmejobs.org
Phone 800-543-0978

Languages for which services are provided(in addition to english)

- Spanish
- Somali
- Simplified Chinese
- Cantonese
- Russian
- Arabic
- Thai
- American Sign Language
- Vietnamese
- Romanian
- Traditional Chinese
- Other Language

	Job Coach Employed	Job Developer Employed	Discovery Provider Employed
Total Employed	11	2	4
Capacity Available	Yes	Yes	No

1. If a box is checked, the provider offers services in that language.

2. ACME has 11 job coaches. The "Yes" means they have room (capacity) to job develop with new people.

3. ACME has 2 job developers. Because they have a "Yes," they can work with new people.

4. ACME has 4 staff that do Discovery but the "No" means they don't have room to do Discovery with new people now.

A Few Tips:

1. Always ask the provider if their data is up to date.
2. In **Figure 2**, ACME can serve new people in job coaching and job development, but they cannot for Discovery. If you want Discovery, you might ask:
 - I want a job right now – so I'd like to get a job first and then maybe do Discovery later so I can get a better job. If I don't do Discovery right now, can you look for a job for me right away?

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It may be helpful to see data for several providers together. You can compare up to five providers at once:

- Click “Add to comparison” link on the bottom right corner of a data table (#10 in Figure 1). A yellow bar appears at the top of the window (Figure 3).
- Once you have picked all the providers you want to compare, click the bar in Figure 3 to see the comparison list (Figure 4).
- Click “Clear comparisons and go back to data view” to return to the statewide summary data (Figure 4).

Figure 3: Comparison Bar

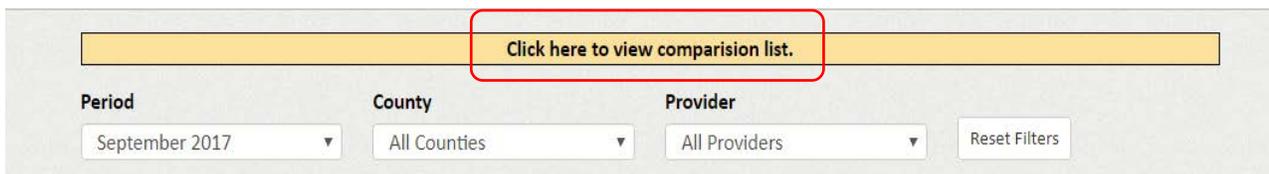


Figure 4: Comparison List

This picture of a person speaking means that Provider B offers services not only in English but also in in other languages.

Comparison List [Clear comparisons and go back to data view](#)

Legend

- Provider offers services in languages other than English
- Provider has capacity available
- Provider has not specified capacity available
- Provider has no capacity available

Individual Supported	# of Individuals Served by Type	Average Hours Worked per Week	Average Wage per Hour
Provider A	8	10.1	\$11.36
Provider B	26	13.7	\$12.17
Provider C	20	12.3	\$11.36

There is no “Add to Comparison” button (like the one in #10 in Figure 1) if a provider does not offer at least one of these services: job coaching, job development or employment path community.

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Resources

[Employment Outcomes System](#): Provides the employment data of ODDS employment providers.

[Employment First website](#): A comprehensive website about Employment First in Oregon.

[Employment service videos and fact sheets](#): Learn about ODDS employment services.

[Employment success story videos](#): Watch videos about people who have jobs they love.

[Employment First Success Stories](#): Read about people who have jobs they love.

[Planning My Way to Work](#): For youth and families who want to understand more about the path from school to work.

[The Governor's Executive Order 15-01 on Employment First](#): Read Oregon's Executive Order.

[Client Assistance Program](#): DRO runs the Client Assistance Program (CAP). CAP helps people who are having problems accessing or receiving VR services.

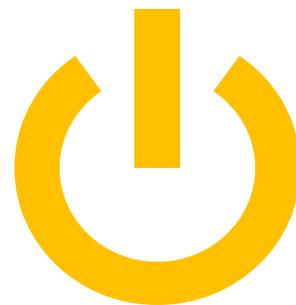


Oregonians who are eligible can use two benefits planning programs at no cost:

- Plan for Work is at Disability Rights Oregon (DRO). Call 1- 800-452-1694, x227 (toll free) or 503-243-2081, x227 or email pfw@DROregon.org
- [VR's Work Incentive Network](#) is various Independent Living Centers throughout Oregon. Call 1- 800-661-2571, x103.

Let your SC or PA know if you are interested in benefits planning.

*Help is just a
click away!*



Glossary

Capacity: This word is used on the EOS website. “Capacity” shows if a provider can provide a service now to new customers.

- “No” means they cannot provide the service right away to new customers.
- “Yes” means they can provide the service right away to new customers.

Click [here](#) to return to page 28

Career Development Plan (CDP): A document within the ISP that is your plan of how you will reach your employment goals. You, your SC/PA and anyone else you choose work together to create this plan. It is a very important document. One of the reasons it is important is because it lets your provider (s) know what you expect to achieve this year. Make sure you have a copy so you can make sure all of your services are on track to accomplish your goals. Click [here](#) to return to page 6

Competitive Integrated Employment means a worker:

- Has a full-time or part-time job in the general work force; and
- Earns minimum wage or better; and
- Works alongside coworkers without disabilities; and
- Has the same activities and benefits as employees without disabilities; and
- Has equal opportunity for advancement. Click [here](#) to return to page 4

Goals (also called Outcomes): Things you want to accomplish, like:

- Working at an auto shop that is on the bus line for 20 hours a week
- Saving enough money to take a weekend vacation in June at Lincoln City.
- Being able to use my phone to set reminders and keep track of when I am supposed to be at work. Click [here](#) to return to page 7

Individual Support Plan (ISP): This important ODDS document is your plan for the next year. It explains your employment and other goals, choices and services for the next year. During your ISP meeting, you and your planning team talk about your interests. You decide your goals and the supports you need. You can change your plan anytime, just be sure and contact your SC or PA to let them know you want to change something.

Your planning team includes you, your SC or PA and anyone else you want like: family; friends and any providers you will be working with. This team helps you set life goals and identify the supports you need to reach them in your ISP. Click [here](#) to return to page 7

Glossary

Individualized Plan for Employment (IPE): After you and your VR Counselor agree on your job goal, the counselor writes this plan that says how VR and others will help you reach it. Click [here](#) to return to page 6

Personal Agent (PA) or Service Coordinator (SC): Your personal agent or service coordinator is a case manager. They help you develop your Individual Service Plan (ISP) and use your services to reach the goals in your plan. Your case manager is either:

- A service coordinator from a County Developmental Disability Program (CDDP); or
- A personal agent who works at a Brokerage.

Your PA or SC is the key to accessing services and supports to live the life you want.

Click [here](#) to return to page 4

VR Counselor

A VR counselor works for a local Vocational Rehabilitation office. VR counselors learn about: you, your disability and your career interests.

They help you:

- Set a job goal;
- Develop your Individual Plan for Employment (IP)
- Work with your employment service provider to

Click [here](#) to return to page 4



Oregon Self Advocacy Coalition

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