ISP Fact Sheet: Employment/Employment Related Outcomes

What is Employment? Employment means integrated Individual or Group Supported Employment, work providing a minimum or commensurate wage and related benefits in a typical work setting where the employee with a disability has opportunity to interact with non-disabled co-workers, has an opportunity for career advancement, and is preferably engaged full time.

What is the definition of Employment/Employment Related Outcomes? An outcome is a statement about what the individual wants to do in their life. Employment/employment related outcomes are statements about what the individual wants to do that leads to employment or supports ongoing employment, to include volunteering or other skill-building activities that lead to employment.

Employment/Employment Related Outcomes are added under the Employment Life area in the Shared Plan in the Person-Centered Individual Support Plan (ISP). They reflect what is important to the person, are measurable, have a target date, and, in combination with the key steps, include language that demonstrates movement toward employment.

How does DBHDS measure Employment/Employment Related Outcomes?

- DBHDS measures employment/employment related outcomes by dividing the number of individuals' ISPs that have an outcome in the Employment Life Area (numerator) by the total number of ISPs (denominator). This is the percent of individuals who have an employment outcome.
- The goal is 50%. During SFY 2024, Quarter 2, the result was 24.2% for the state. By region: Region 1-23.3%, Region 2-30.3%, Region 3-25.1%, Region 4-29.1%, and Region 5=13.5%. (Source: WaMS ISP data.)

Writing Employment/Employment Related Outcome Statements

How using the SMART framework can help. SMART stands for Specific, Measurable, Achievable, Relevant, and Time-bound. To follow the SMART framework, wording must be:
- explicit in what is to be accomplished,
- quantifiable in some way,
- realistic and within reach,
- significant and aligned with broader efforts,
- and time-bound with a deadline.

By using SMART, teams can improve their focus, accountability, and decision-making about implementing actions and tracking outcomes.

1. **In Part III, develop a simple, observable statement that describes what will be attempted with a target date. Make it specific. Use the formula!**

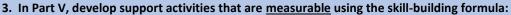   *[Person's name] [activity/event/important FOR] so that/in order to [important TO achievement]*

John	works at Market Hub	in order to	go on vacation.
Sam	volunteers at the hospital	so that	he can get a job helping others.
Mia	becomes an office assistant	in order to	be a valued contributor.

2. **In Part III, develop key steps and share them across services and supports.**
   Referral to DARs (Support Coordinator)
   Introducing self to others (Day Support and Residential)
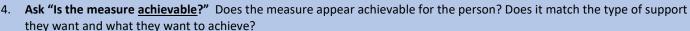   Organizing personal mail (Residential)

3. **In Part V, develop support activities that are <u>measurable</u> using the skill-building formula:**

   [Name] [countable achievement] [how often] [how long].

John	stocks two endcaps with spoken reminders	twice a week	for six weeks.
Sam	greets visitors with no reminders	three times a day	for five days.
Mia	places her mail in folders with physical support	once a week	for eight weeks.

4. **Ask "Is the measure <u>achievable</u>?"** Does the measure appear achievable for the person? Does it match the type of support they want and what they want to achieve?

5. **Ask "Is the measure <u>relevant</u>?"** Does the measure reflect the person? Does it make sense knowing who they are, what they enjoy, and how they want their life to be?

6. **Ask "Is the measure <u>time-bound</u>?"** For skill-building, does the measure reflect one specific skill that will be the focus of skill-development? Does the measure include how often the skill will be observed and how long the person will be successful to ensure learning?

   Read more at: https://townhall.virginia.gov/L/ViewGDoc.cfm?gdid=6379

Can volunteering be an Employment/ Employment Related Outcome?	**If the individual already has a job, can they have an Employment/ Employment Related Outcome?**	**If the individual has been referred to DARS, could this be an Employment/ Employment Related Outcome?**
• Yes! Volunteering that is intended to 'lead to employment' can be an employment/employment related outcome, per the definition.	• Yes! Per the definition, employment outcomes can include 'outcomes that...support ongoing employment'.	• Yes! Making a referral to DARS can lead to employment. Therefore, it can be written as an employment outcome.
• Outcome statement example: Mia volunteers at the hospital gift store to learn customer service skills so she can have a job.	• Outcome statement example: Sam is learning new skills at his job to become a customer service team leader.	• Outcome statement example: Tommy is referred to DARS to explore employment opportunities.

Providing Support that Can Lead to Employment for Individuals

• **What are 'supports that lead to employment'?** This can mean supporting the person to discuss or explore their likes and dislikes and build skills that can help prepare for working such as career planning, personal appearance, using a calendar, or safety awareness.

• **Can providing support that can lead to employment be an employment outcome?** Yes! The definition (see above) includes "Outcomes that lead to employment."

• **Can any service provide supports that lead to employment?** Yes. Supports that help lead a person to employment can be provided by any service provider as long as the support activities are allowable for the service provided and support the outcome. (More information can be found in the DD Waiver Manual here: https://vamedicaid.dmas.virginia.gov/sites/default/files/2023-07/DD%20Waiver%20Chapter%204%20%28updated%2011.1.22%29_Final.pdf.)

• **What is the role of an Employment Service Organization (ESO)?** ESO's help people with job development, job placement, job training and follow-along supports.

• **Remember: Only ESOs and natural supports can support with paid work tasks. Plans should be based on the person's unique preferences!**