



Remember: All activities are person-centered and aim to build skills and confidence. Member leads or takes on as much responsibility as possible with provider supporting and helping facilitate activity.



Job Keeping Plan

Support & Activities Checklist

Use this list to get ideas about the kind of activities your residential agency can do. If a Job Coach is involved, talk through what support is most needed **in addition to what the Job Coach is doing**. Don't duplicate what the Job Coach is doing: **enhance** the supports available to the member. Communicate as the person continues in his/her job, address issues that arise and coordinate efforts. **Keep the individual member involved and informed**. In addition to doing things to help the member **keep their job**, do things to keep the member **motivated and excited** about continuing their employment.

Meeting Day-to-Day Job Expectations

- Transportation to work.** Getting a ride back and forth to work from someone who is **reliable, timely, and friendly** can be hugely supportive and help employment be stress-free for a person.

- Travel training.** For example, helping an individual learn which bus route to take or accompanying them on the bus to learn where to get on and off. Riding on the bus with the person for a short time might help them build confidence about getting to work on their own.

- Morning phone call or an in-person connection** to provide support and encouragement and/or to make sure the individual is up and ready to go.

- Support good grooming and dress**, appropriate for the kind of work/workplace the person has. Provide at-home coaching, help with buying personal supplies, set up a schedule to do laundry, create a checklist to remind and track, if needed.

- Go shopping with the member** to buy clothes and shoes appropriate for their work and workplace.

- Offer help** if the member is struggling at home or stressed about something going on in his/her personal life (if a job coach is involved let the coach know).

Supporting Communication & Self Determination

- Help reporting earned income** to Social Security or other entities (e.g., Income Maintenance). Assist in sending in pay stubs and tracking monthly earnings.
- Help manage paychecks**, if needed: set up auto deposit into the member's bank account, provide coaching on a budgeting plan, etc.
- Assist member with asking employer for time off**, if needed. For example, helping the person with a note to ask off for specific dates. Assist member to follow workplace rules about calling in, bringing in doctor's notes, and so on – always supporting so the person is as independent as possible.
- Participate in family meetings or IDT/Job Coach meetings** to talk about the concerns or excitement about the job or ask for help with job supports to help the member stay employed and thrive.
- Assist the member with support for social skills on the job.** For instance, some people aren't sure how to strike up a conversation with co-workers – maybe role play and practice at home. Or sometimes people aren't aware they should bring food when there's a potluck at work or that giving a close co-worker a birthday card or small holiday gift is something that could be good to do.
- Assist the member to get help finding a better job** if they really aren't satisfied with the one they currently have.
- Provide encouragement, support, and advice to the member if they want to ask for a raise, new/additional job duties, changes in work schedule or accommodations.** If a Job Coach is involved, communicate with them. They can more directly support the member in advocating for themselves in these ways.

Staying Healthy, Balanced & Positive

- Stay in tune with the member's mental health**, particularly if they have a dual diagnosis or struggle with depression, anxiety, or anger. Regularly connect with the individual and give them a chance to share their thoughts and feelings. Simply listening and showing empathy and caring can help someone through a bad day.
- Provide at-home coaching to the member around health and well-being and supporting good self-care goals.** Getting a full night's sleep, eating a balanced diet, getting exercise, spending time outdoors, socializing with friends and family are all ways that people take care of themselves and sustain a foundation that supports successful performance on the job.

Monitor how the member is doing related to any medication, if taken, and potential side effects or symptoms. Scheduling a doctor’s visit for a medication review and possible adjustments, if appropriate. Keeping the person’s Job Coach informed if there’s additional awareness or support needed at work.

Maintaining Motivation to Keep Working

Take the time to have an occasional job check-in. Ask the individual to tell you about the pros and cons of their job – what they like and don’t like. It’s an opportunity to give positive reinforcement around the things that are going well in the job. Also, if someone is feeling discouraged about an aspect of going to work, it’s best to get it out in the open. Sometimes just talking and sharing is enough to get something resolved. Other times, some problem solving might be needed.

Reinforce positive feedback from key people in member’s life. Sometimes it helps if family members let the individual know they think it’s great that he or she is working, asks questions to get updated and shows interest in their job. A residential provider can ask family members to connect with the person about their job.

Help the individual develop a savings plan for something he or she has always wanted but couldn’t afford in the past. Support the member in keeping track of their income and reinforce the empowerment of making your own money.

Supporting a Meaningful & Inclusive Life

Help the member connect and find activities in the community that they can participate in when not in paid work for a meaningful day.

Support and encourage the individual to work optimal number of hours, and to even consider a second job if they want to work more than the number of hours available in their current position.

Maintain flexible staffing hours to support participants around their work schedule.

Discuss with member and support team (legal guardian, case manager, involved family with consent of person) **to assess ability for individual to be at home alone** without supervision when not working. Consider safety training and using phone/technology/PERS to pilot this approach. Also put safety measures in place, such as identified remote staff person or neighbor that individual can contact in case of emergency or concerns.