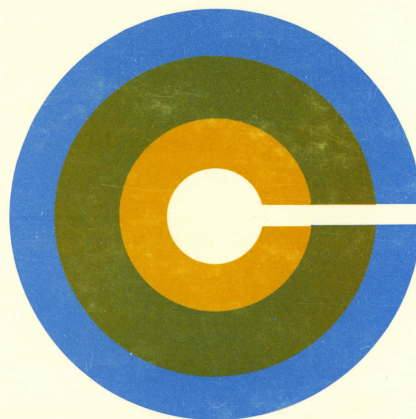




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**REPORT  
on the  
PROGRAM REVIEW  
of the  
SUPPORTED WORK PROGRAM**



**Cariboo College**

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**REPORT  
on the  
PROGRAM REVIEW  
of the  
SUPPORTED WORK PROGRAM**

**OFFICE OF INSTITUTIONAL RESEARCH & EVALUATION**

**September, 1989**

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### SUMMARY

The Supported Work Program at Cariboo College is unique in that it leads to the employment of mentally handicapped adults: it attempts to place participants in jobs appropriate to their skills and provides on-site training and ongoing support for both participants and employers. Since its inception in February, 1988, under the auspices of Cariboo College and the Ministry of Social Services and Housing (MSSH), it appears to have served its clients well. However, if it is to continue to provide this quality of service, the program would do well to nurture its collaborative relationship with MSSH, define and clarify its target clientele, re-constitute its Selection Committee, appoint an Advisory Committee, and, as it expands, engage in the re-articulation of objectives and development of curriculum that are necessary to the ongoing renewal of all programs. With these adjustments, the Supported Work Program should continue to address the needs of the mentally handicapped by preparing them for meaningful participation in the work place.

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**THE PROGRAM EVALUATION COMMITTEE**

(August 29, 1989)

**COMMITTEE CHAIRPERSON**

**Helen MacDonald-Carlson**  
Instructor,  
Early Childhood  
Education

**PROGRAM RESOURCE PERSONS**

**Pat Behe,**  
Co-ordinator,  
Supported Work Program

**Darlene Forrester**  
Job Developer,  
Supported Work Program

**EXTERNAL REPRESENTATIVE**

**Dan Douglas,**  
Social Worker,  
Ministry of Social  
Service and Housing  
Kamloops, B.C.

**PROGRAM REVIEW CO-ORDINATOR**

**Alastair Watt,**  
Co-ordinator,  
Institutional Research  
& Evaluation

**PROGRAM REVIEW CLERK**

**Carol Davy**  
Institutional Research  
& Evaluation Clerk



## INTRODUCTION

The Supported Work Program Review was initiated in February, 1989, at the request of the SWP Faculty, who, as well as wanting some indication of how the program is perceived, wished to provide the sponsoring Ministry of Social Services and Housing with assurances that a quality program was in place. Questionnaires were administered to SWP faculty, employers, representatives of sponsoring and associated agencies (Canada Employment Centre, Ministry of Social Services and Housing), and the program selection committee on July 7, 1989. A special simplified questionnaire was created for SWP participants, and participant responses were elicited either by face-to-face interview or by telephone between July 10 and 12. Three participants were contacted by letter. Data were entered into an SPSSX software program or summarized manually in July and August, 1989. Because this review was not part of the official review cycle, a modified committee composed of two program representatives, an external representative, the program review co-ordinator, and a committee chairperson met and was able to complete its analysis of the data in one day (August 29, 1989), as opposed to the normal two.

## BACKGROUND

The Supported Work Program has been in place at Cariboo College since February, 1988. It is part of a network of similar programs in B.C., sponsored by the Ministry of Social Services and Housing, and aimed at employment preparation for adults who are disadvantaged because of a mental handicap but who are motivated and ready to work. Originally, a participant could be in the program up to 18 months; MSSH has extended this to a maximum of 36 months. Prospective participants are assessed on the basis of motivation to work, willingness to learn, job awareness and work habits, personal habits and attitudes, cognitive skills, and communication and interpersonal skills. Those who are not job-ready are referred to other suitable College programs or services in the community. Those who are essentially job-ready receive pre-employment preparation, after which Supported Work personnel attempt to place them with local employers and provide them with on-site training and support. Once trained and employed, participants are deemed to have completed the program, but may still avail themselves of the "People For A Better World" support system sponsored by SWP personnel. Participants are paid by individual employers, who may be eligible for a subsidy of 50% to 60% of the employee's wages for periods varying from two months to a year; once training is complete, the employer assumes responsibility for total remuneration. Currently, CEC subsidizes seven participants and MSSH three.



## METHODOLOGY

The methodology was tripartite:

- 1) Specially constructed questionnaires were administered to SWP faculty, employers, representatives of sponsoring and associated agencies, the SWP selection committee, and program participants. Questionnaires for the program participants had to be simplified to approximate their level of comprehension, and face-to-face and telephonic interviews were employed for the most part as methods of eliciting information. Data from the employers and participants was entered into an SPSSX software program to achieve mean responses. Because of the low numbers in each of the faculty, sponsoring agency and selection committee groups, mean responses for these constituencies were calculated manually. Verbal comments for each group were recorded separately and anonymously.
- (2) "Descriptive Data" on the Supported Work Program's history, description, objectives, budget, etc., were solicited from program co-ordinator Pat Behe via the standard "Data Required from Director" form. Client assessment forms and program outlines were also obtained.
- (3) Several interviews were conducted with Pat Behe, Co-ordinator, Supported Work Program, during the design of the questionnaires and the interpretation of the data.

### QUESTIONNAIRE DATA

The following trends were detected in the questionnaire responses:

#### Agency Survey

Eight out of nine (89%) of the representatives of agencies sponsoring or associated with the Supported Work Program responded to a questionnaire. (The ninth declined to respond as he has had no recent contact with program participants.) Three respondents work for Canada Employment Centre (CEC), the remaining five for MSSH.

Respondents were "satisfied" to "very satisfied" with all aspects of the program, with the exception of "admission of appropriate individuals", which scored slightly lower (3.75) than other items, and "articulation with other programs", which rated a "so-so-ish" 3.20.

Among the positive aspects of the program commented on were its community impact and service to a previously unserved constituency, the mentorship and addressing of individual needs, and the co-ordinator's strong commitment to the program. Some of the constructive suggestions are listed below:

- program expansion;
- higher community profile through marketing;
- greater focus on higher needs clients: the program should not accept clients who could be serviced by CEC or the Provincial Rehabilitation Office;
- consideration of alternative training formats to be discussed with MSSH.

### Employer Survey

Eleven out of twelve (92%) of Supported Work Program work sites responded to the questionnaire. They ranked the factors that prompted them to hire a Supported Work participant on a scale of 1 to 6, with 1 being high, 6 low:

1. Humanitarian reasons (mean response = 2.30).
2. Availability of training subsidy (2.63).
3. Availability of work suited to handicapped person (3.33).
4. Job training provided for trainee (3.56).
5. Pre-screened employee (3.75).
6. Save recruitment time and money (4.38).

Nine out of the eleven respondents (81%) would endorse the hiring of Supported Work participants to other employers, and the same number would employ other participants if positions were available. Epithets applied to SWP participants included "loyal", "hardworking", and "appreciative of opportunity to work".

Employers accorded the following ratings to SWP participants on a scale of 5 (5 being Very Satisfied, 1 being Very Dissatisfied):

1. Punctuality and attendance (mean response = 4.27).
2. Willingness to learn (4.18).
3. Motivation (4.09).
4. Ability to work with other staff (4.09).
5. Work habits (3.73).
6. Ability to work independently after training (3.73).
7. Awareness of job safety (3.64).
8. Competence in performing job after training (3.55).
9. Ability to ask for clarification or direction (3.36).



Eight of the eleven respondents (73%) felt that their Supported Work employees are capable of more tasks than they were originally hired for. The following perceptions were recorded on participant growth after training:

	<u>a lot</u>	<u>some</u>	<u>none</u>	
1. Self-confidence	3 (30%)	6 (60%)	1 (10%)	(N = 10)
2. Ability to handle responsibility	2 (22%)	7 (78%)	0	(N = 9)
3. Ability to handle more tasks than initially	3 (30%)	5 (50%)	2 (20%)	(N = 10)

In general, the Supported Work Program and aspects of its operation were rated as follows:

	<u>good</u>	<u>adequate</u>	<u>needs improvement</u>	
1. Trainee selection	9 (90%)	1 (10%)	0	(N = 10)
2. Training plan	7 (70%)	3 (30%)	0	(N = 10)
3. Training implementation	8 (80%)	2 (20%)	0	"
4. Training time	7 (70%)	3 (30%)	0	"
5. Program-Employer communication	9 (90%)	1 (10%)	0	"
6. Alacrity of response to questions/problems	9 (90%)	0	1 (10%)	"
7. Assistance with wage subsidy	5 (83%)	1 (17%)		(N = 6)

(Several of the subjective comments indicate frustration with the paper work accompanying the wage subsidy).

On the whole, participants integrate fairly well with regular staff and seem to be easily accepted. Most employers appear to be satisfied with SWP participants.



### Faculty and Administration Survey

All six (or 100%) faculty and administrators involved in the SW program responded to the questionnaire. There was no appreciable differentiation in faculty responses as opposed to administrator responses, with the exception that those in administrative positions perceived the Ministry of Social Services and Housing to be fulfilling its role and responsibilities less than adequately (2.00 on a scale of 5), whereas those involved in the delivery of the program registered a 3.75 mean response indicating satisfaction.

On other items faculty and administration were generally united in satisfaction. Most mean responses were 4.00 or above on a scale of 5, with the exception of "time available for professional development" and funding", which registered a non-alarming 3.80.

In their subjective comments, faculty were appreciative of the program's community impact, and yet constructively critical of its weaknesses. Among the suggestions made were the following:

- creating an Advisory Committee composed of business people and advocates of the mentally disadvantaged;
- establishing consistent liaison and regular exchanges with MSSH;
- extending the employer pool and familiarizing new contacts with SW practices and procedures;
- increasing size of Selection Committee;
- liaising with parents, family, and support services;
- starting a job club;
- employing additional part-time on-site job trainers so as to free up the co-ordinator to establish more community contacts and identify job leads;
- developing better ways of establishing the profile and history of each client.

### Participant Survey

Eighty nine percent of participants rated the Supported Work staff as polite and concurred 100% that the program was fully explained to them. Slightly fewer participants (14 out of 18 or 78%) felt that the SWP staff identified jobs suitable for them, and the same number indicated that they received assistance from staff in completing application forms and preparing for interviews. (This figure roughly coincides with the number of participants who obtained jobs and who would therefore be satisfied with the program.) Ten out of seventeen (59%) were generally satisfied with the program, whereas seven out of seventeen (41%) indicated that they might have received more help. (This last figure coincides approximately with the number of participants who did not receive job placement or whose employment lasted only a short time.)

Thirteen of the eighteen respondents were working at the time of the survey (July 10 to 12); only one respondent indicated any dissatisfaction with his employment.

Generally, participants found out about the program either through a friend or relation (6), through the College, in particular Pat Behe, SWP Co-ordinator (6), or through other agencies (e.g. CEC, MSSH, Overlander School) (4).

### Selection Committee Survey

The three person Selection Committee produced fairly consistent responses to the questionnaire. Two respondents felt a need for increased representation on the committee, and the third indicated that more frequent meetings would be desirable. Mean responses suggested that perhaps more in-depth information should be gathered on each client. Other suggestions from this constituency were as follows:

- creation of an Advisory Committee made up of business people and advocates of persons with a mental handicap;
- extension of employer pool within the region;
- liaison with parents, families, and support people of participants.

TABULAR SUMMARY OF QUESTIONNAIRE DATA

SUPPORTED WORK PROGRAM

recipient	# sent	# completed and returned	% return
Agency	9	8	89%
Employer (12 work sites, 16 supervisors)	12	11	92%
Faculty and Administration	6	6	100%
Participants	18	18	100%
Selection Committee	3	3	100%
TOTAL	48	45	94%

As at August 24, 1989



## ADMISSIONS AND PLACEMENT DATA

### Admissions Requirements:

Each prospective participant is interviewed on three to four occasions totalling at least six hours. During these interviews, individuals are assessed according to the criteria listed below. Candidates are assisted in completing an application form, assessment inventory, and interest inventory (used to determine job interests and suitability). References are checked.

### Criteria:

- motivation for employment
- willingness to learn
- job awareness and work habits
- personal habits and attitudes
- cognitive skills and self-awareness
- interpersonal and communication skills
- emotional stability
- general health.

The information gathered at the assessment stage is presented to the Selection Committee, which reviews the applications. Those unready for the program are directed to other programs or agencies that may enable them to develop the necessary skills, habits, and attitudes.

### Program Capacity:

According to the original program proposal drawn up in 1988, "A maximum of 10 clients will be involved in the program at any one time." Times taken to complete the program and obtain employment vary according to the entry skills of each client and the availability of suitable jobs. As pointed out in the "Background" section of this report, clients are deemed to have completed the program when their on-site training is over.

Interest in the program outstrips capacity: from February, 1988 to July, 1989, a total of 27 referrals have been made, in contrast to 18 enrolments in that period. Not all referrals complete the program: as in other College programs, there is some slippage.

Because of clients' varying entry level skills and varying duration times in the program, there are no regular intakes.

The MSSH's extension of the maximum enrolment period from 18 to 36 months suggests that the program should, in the future, be prepared to accommodate higher needs clientele.



Gender Ratio (female to male):

	<u>Enrolment</u>	<u>Female</u>	<u>Male</u>	<u>Ratio</u>
February 1988/ July 1989	18	8	10	4:5

Placement:

Feb. 1988/ July 1989	<u>Program Enrolment</u>	<u>Placements</u>	<u>Unplaced</u>	<u>% Placed</u>
	18	13	5	72%

Considering unemployment rates in Kamloops, and the characteristics of the group being serviced, this is a very satisfactory placement rate.

Types of Employment:

As program participants are mentally disadvantaged, employment opportunities are necessarily limited to jobs demanding modest cognitive skills. Nevertheless, participants have been placed in a surprisingly wide array of positions including dishwasher, childcare assistant, gymnasium assistant, labourer, parking attendant, shop assistant, and gymnastics coach.

Current Salaries:

Current salaries for employees range from \$4.50 to \$7.50 per hour.

### STRENGTHS OF THE PROGRAM

The following strengths may be identified in the Supported Work Program:

1. The program is clearly serving the needs of a previously neglected constituency in the community: the high level of interest may be measured by the fact that applications outnumber jobs available through the program.
2. The responses of sponsoring and associated agencies (Ministry of Social Services and Housing and Canada Employment Centre) are highly supportive of the program and indicate a strong degree of goodwill and collaboration.
3. The majority of employers are positive in their experiences of Supported Work employees.
4. College supervisory staff perceive SWP faculty as being hard-working and dedicated. Faculty go beyond the demands of job training and placement in sponsoring and assisting "People For A Better World", a program support and self-advocacy group that is an offshoot of the SWP.
5. The majority of program participants are highly appreciative of the training offered by SWP staff and the trust and confidence that the experience has generated in them.

**AREAS WHICH CAN BE IMPROVED**  
**(WITH RECOMMENDATIONS)**

Analysis and discussion of the data suggest that the following areas might be improved:

**1. Definition of Target Population:**

Discussion at the August 29 Evaluation Committee meeting revealed that, since the original program proposal, some confusion has arisen between the funding agency, MSSH, and the servicing agency, Cariboo College, as to precisely what clientele is being targeted by the program. Although client identification has improved extensively with the routing of referrals through one liaison person, Dan Douglas, at MSSH, the Committee noted that the contract between MSSH and Cariboo College contains no specific direction on target population and services to be provided (though the original program proposal does), and that admission procedures to the program need continual clarification and refinement. Therefore, the following recommendations are suggested to help focus the target population and improve the selection system:

- A. The contract between MSSH and Cariboo College -- specifically Schedule "A" -- should identify more precisely than it currently does the client group for whom the Supported Work Program is designed. Schedule "A" should contain an operational definition of the target population, and should state clearly the nature of the services that will be provided and the number of clients that will be accepted by the program. This may entail a rewriting of the contract when it comes up for consideration in 1990.
- B. Although the contract definition of the target population should be left up to MSSH and Supported Work Program faculty, it should stress the following point:

Mentally handicapped status as defined by MSSH is a necessity for a referral to the Supported Work Program.



C. Although a three-step program admission procedure consisting of (i) client referral through MSSH; (ii) extensive client interview and assessment; (iii) submission of candidates' files to the Selection Committee is working reasonably well, Supported Work Program faculty and MSSH representatives should commit themselves to ongoing assessment and clarification of selection criteria to ensure

1. that clients are being admitted to the Supported Work Program according to formalized criteria;
2. that selection criteria exist in clear, written form and can be demonstrated and defended in the event of an appeal against non-selection;
3. that selection criteria are being applied consistently to all candidates.

2. Inter-Agency Liaison:

In an inter-agency operation such as that which Supported Work faculty have embarked on with the Ministry of Social Services and Housing, clear lines of communication are crucial to the ongoing success of the program and the continuing goodwill of interested parties. Accordingly, the Committee recommends

- A. that clear lines of communication be maintained between the College and MSSH, and that each agency clarify for the other (in written form) its reporting structure and the contact person(s) with whom the other agency should deal;
- B. that emergent issues affecting both agencies be dealt with immediately, rather than be postponed to formal meetings;
- C. that in contract negotiations with MSSH, the Supported Work Program co-ordinator be involved (as well as the relevant Chairperson or Associate Dean, Developmental Programs), particularly if Schedule "A" is to be re-worked more specifically;
- D. that annual reports from the Supported Work Program to the MSSH should contain more statistical and numerical information -- for example, entry level data on clients, entry and exit dates, placement data, and time spent by faculty on professional development and visits to other facilities, etc.;



- E. that the Supported Work faculty should convey (both formally and informally) to the Canada Employment Centre and the Ministry of Social Services and Housing the difficulties that employers report experiencing with wage subsidy forms.

3. Selection Committee:

Comments and ratings by agency representatives, faculty, and Selection Committee members themselves indicate that the Admissions Selection Committee needs to be reconstituted to represent those best able to assess the appropriateness of the program for particular clients, and vice-versa. Accordingly, it is recommended

- A. that the Selection Committee consist of five members: one member from the Ministry of Social Services and Housing, one from the Canada Employment Centre, two Supported Work faculty, and one third party member from the community at large.

It was also noted that the Selection Committee was meeting irregularly. Accordingly, a second recommendation is

- B. that the Selection Committee meet every six weeks.

4. Advisory Committee:

It was noted that hitherto the Supported Work Program has operated without an Advisory Committee. The benefits of having an advisory group drawn from parents, social workers, support groups, participants, and employers are manifest: for one thing, such a group could energetically identify and create job opportunities for program participants; for another, it could actively raise community consciousness of the program. The Committee therefore recommends

- A. that the Supported Work Program establish an Advisory Committee as per CCPM 2013 and CCPM 2013.R.

5. Program Objectives:

The Committee noted that although program objectives are identified in the Supported Work Program Report of February, 1989, prepared by Pat Behe, they require clarification and refinement, perhaps through the agency of the Advisory Committee. Therefore, it is recommended

- A. that the Supported Work Program faculty ensure that one of the first items on the Advisory Committee agenda is an examination and re-articulation of program goals and objectives.

6. Program Development:

As the Supported Work Program has been in place for less than two years, it is still in its early stages of development. However, curriculum, as in any developing program, should be submitted to constant scrutiny as part of the program's self-evaluation, and a re-focusing of faculty energies to address the emergent problem of locating jobs for program participants should be effected within the coming year. The Committee recommends

- A. that Supported Work Program faculty continue to address the curriculum needs of their developing program by engaging in ongoing review of curriculum, sequence, materials and format, and instructional methods and devices that may enhance the Supported Work Program;
- B. that the Supported Work Program institute ongoing evaluation and survey employers and participants at least every two years; the Advisory Committee should be involved in this initiative;
- C. that, as the program expands, faculty should endeavour to maintain direct contact with participants and employers, but should place increasing emphasis on job location and development -- among the elements most vital to the program's success. To facilitate this re-direction, the Cariboo College administration should consolidate the current part-time positions in the program into a temporary regular faculty position to free the program co-ordinator and job developer for job identification and creation;
- D. that, to recognize their achievement, a certificate be awarded via Extension Services to each Supported Work Program participant who secures job placement.
- E. that, in order to strengthen the infrastructure of the program, SWP faculty establish closer ties with participants' families, institute a job club, and generate more employer and potential employer involvement through the Advisory Committee and other means.

**7. Professional Development:**

The Committee was apprised that although several programs similar to Cariboo's Supported Work Program operate throughout the Province -- such as the Polaris Program in Vancouver -- no formal articulation mechanism exists. In view of this absence, the Committee feels that it is all the more important for Supported Work Program to be afforded professional development opportunities to keep abreast of developments in their field. It is therefore recommended

- A. that the Dean, Developmental and Regional Programs, and the Associate Dean, Developmental Programs ensure that adequate funds are set aside in the Supported Work Program budget for faculty to develop themselves professionally by attending conferences on the mentally handicapped, visiting sister facilities, underwriting guest speakers, purchasing videos -- even producing their own!



APPENDIX A

PREPARED FOR CARIBOO COLLEGE

SUPPORTED WORK PROGRAM

by: Pat Behe, Program Co-ordinator

Distribution:

Marilyn Brooks, M.S.S.H.  
Leigh Moore, M.S.S.H.  
Susie Safford, Cariboo College  
Stan Bennett, Cariboo College



## CARIBOO COLLEGE - SUPPORTED WORK PROGRAM

February, 1988 - February, 1989

### PROGRAM OBJECTIVES

The goals of the Supported Work Program are to provide an employment service to adults who are employment disadvantaged because of a mental handicap but who are motivated and ready for community employment. We tailor employment preparation, job training, off-site training and support to meet the needs of each individual to ensure successful transition into the workforce.

As well as meeting the needs of the participants, the Supported Work Program strives to address the needs of the employers and increase community awareness regarding the contributions that handicapped people can make to the community.

### GOALS FOR PROGRAM PARTICIPANTS

Cariboo College's Supported Work Program aims to find the best job for all of the participants that will enable them to realize their potential in a challenging and supportive environment. With permanent regular employment at a competitive wage, Supported Work participants can become financially and socially independent. Employment must meet their needs, interests and aspirations and give them job satisfaction. Supported Work training will equip the participants with the skills necessary to provide satisfactory service to employers who recognize and appreciate their contributions. Supported Work participants can become fully integrated into the workforce and the community.

### GOALS FOR SUPPORTED WORK EMPLOYERS

Supported Work staff assess the needs of the employer and analyse the skills required to find the most suitable participant for the business. Our objective is to provide on-the job training that meets each company's standards and to provide assistance to both employers and co-workers to ensure a successful placement.

### COMMUNITY GOALS

Through successful job placements, Supported Work has proven that mentally handicapped adults can be viable members of the workforce. Working participants are also models for other handicapped people who are moving

towards competitive employment. Supported Work has increased the acceptance and understanding of this group as employees, co-workers and contributors to the community.

### THE SUPPORTED WORK PROCESS

The Supported Work Program began on February 1, 1988 with funding from the M.S.S.H. During the start-up phase, we hired staff, established program procedures, set up committees, developed an assessment package, created a marketing plan for prospective participants and employers, and then implemented the processes and plans.

### SUPPORTED WORK PROCESS

1. Assessment of job-readiness
2. Selection into the program
3. Pre-employment preparation
4. On-site training and support
5. Off-site training and support
6. Monitoring and supervision
7. Follow-up

1. **ASSESSMENT OF JOB-READINESS** - Each prospective participant was interviewed on 3-4 occasions totalling at least 6 hours. During these interviews, the individuals were assessed according to the criteria below. An application to the program and the assessment inventory were completed. References were checked in the interim. An interest inventory was used to determine employment interests and job suitability.

- Criteria:**
- Personal habits and attitudes
  - Motivation
  - Communication and Interpersonal Skills
  - Job awareness and work habits
  - Self-awareness
  - Intellectual skills
  - Emotional stability
  - General health

2. **SELECTION INTO THE PROGRAM** - The information gathered at the assessment interviews was presented to the Selection Committee who made a decision regarding the readiness of the applicant. If he/she was not ready, then recommendations were made that would enable that individual to develop the necessary skills, habits and attitudes.



3. **PRE-EMPLOYMENT PREPARATION** - This was done on an individual basis and with small groups for an average of 12 hours. The objective in all cases was to tailor the workshops to meet the individual's needs. The following areas were addressed in preparation for meeting prospective employers:

- building confidence and self-esteem
- preparation for an interview
- communication skills
- preparing a resume and applications
- learning about the prospective job and the business
- what to expect at a "hands-on" interview
- development or practice of a particular skill eg. typing, filing

This preparation is done while people are in the job pool. If participants are involved in E.I.H.P. or are working in a workshop, they are encouraged to maintain this while they are waiting for a suitable job. If this is not possible, then the participants are encouraged and helped to find interim volunteer work. This is proof for employers that they are hiring highly motivated people.

4. **ON-SITE TRAINING AND SUPPORT** - Generally during the first two weeks, a job trainer works full-time with the trainee. Week 3 and 4 vary with each person but training is generally 2 or 3 days a week. By the second month, monitoring is usually done on a weekly basis.
5. **OFF-SITE TRAINING AND SUPPORT** - This training and support depends on the needs of the individual and is conducted during off hours so as to draw no attention to the individual. He/she is then able to show independence on the job. These meetings are requested by the job trainer and/or the trainee. Generally, this is 3 hours per month.
6. **MONITORING AND SUPERVISION** - After job training is completed, each placement is checked weekly, then monthly to ensure that both the employer and the employee are satisfied.
7. **FOLLOW-UP** - After the first 6 months of employment, a follow-up meeting is scheduled to determine if any future training is required. This could happen sooner if the need arose. Employers are pleased that they have this option as it allows them to expand the responsibilities of the employee. This is also very encouraging for the employee as it is another vote of confidence.

#### **RECRUITMENT OF PARTICIPANTS**

Supported Work has publicized the program to schools, societies, and government agencies currently providing services for the mentally handicapped. All of these agencies were encouraged to inform people about the program and refer them to the coordinator. Interested prospective participants could then self-refer. Referrals to the program have come from a number of sources.

The original proposal targeted 10 people for employment but it became evident that a larger pool of people was needed to draw from. This was agreed upon by Supported Work and M.S.S.H. staff. It was also decided that people currently in E.I.H.P. might be prospects for Supported Work. These people would be referred for assessment.

Overlander School - In April, 1988, we met with Ross Spina, the principal, Dave Lintott, the counsellor, and Dave Scott, the Work Experience Program coordinator, to discuss the program and prospective participants. Supported Work also hosted an information session for the graduates. We participated in a general information meeting regarding all options for Overlander graduates; this was attended by both parents and students. Later we met with individual parents interested in the program.

The same type of activities are planned for the 1989 graduates. We have already spoken to individual parents this year, and are in contact with the Overlander Parent Group.

Cariboo College - We presented Supported Work to the Advanced A.S.E class in March, 1988 and to the Pre-employment class in Dec. 88. We plan to visit this class again in March 1989. Cariboo College has also advertised the program in their program flyers, and it will be in the 1989 College calendar.

M.S.S.H. - We informed the staff at the local offices who have referred prospective participants to the program. We are also currently working with Sandi Barber, a Rehabilitation officer, regarding Supported Work employers involved in the Employment Plus Program.

C.E.C. - We presented the program at a department staff meeting with the aim of getting prospective participants and employers. We are currently working with the Canadian Job Strategies and the Labour Exchange staff. I, Pat Behe, have been nominated by Nelson Riis to be a Member of the Labour Advisory Council and will be attending my first meeting on Feb. 22.

Pleasant Industries, Southgate, K.S.M.H. and K.H.S.S. - These group have been informed about the program. K.H.S.S. was interested in hiring a Supported Work participant but was unable to do so because of funding. We have had discussions with Wendy Kinakin regarding Pleasant Industries as a place to get ready for Supported Work.

Directories and Media - We have information about the program in the Community Resources Directory, and regular notices in the Community Services column in the Kamloops News. We are in the Networking Directory for Supported Work Programs in the province.



## **JOB DEVELOPMENT**

We have engaged in a number of activities to publicize the program through information sessions and the local media. This publicity is essential for the recruitment of prospective participants and employers, and to increase the acceptance of handicapped people within the community.

## **INFORMATION SESSIONS**

**June 17, 1988** - This session was for both prospective employers and agencies interested in the program. There were 31 people in attendance; 7 of these were program participants who helped plan the session. The event was covered by the press and radio.

**Feb. 15, 1989** - This session is intended for employers; 100 prospective businesses have been invited. We are expecting press, radio and TV coverage. The program will consist of a video presentation and a panel discussion which includes a program employer, a working participant, an unemployed participant and program staff. Each panel member will give a brief presentation and then there will be a question period. Representatives from C.E.C. and M.S.S.H. have been invited to answer any questions regarding wage subsidy and training incentive programs.

**Kamloops News and the Leader** - Both newspapers covered the March Information Session. The Kamloops News has been a great supporter of the program. They have done 2 articles, one in March and another after the information session. They have enthusiastically promoted both of our information sessions. Kamloops This Week has also advertised the February session.

**CFJC-TV** - Supported Work staff, Larry Barrett of Barrett Manufacturing and Supported Work employee, Wayne Brennan were interviewed in Jan; the 3 minute news spot was shown on 2 evening newscasts. CFJC is covering the Feb. 15 information session and interviewing 2 more participants for Probe Portraits which will be shown at the end of March. The CFJC Human Resources Manager will be attending as a prospective employer.

**RADIO** - All of the local radio stations promoted our June session and all have been sent news releases regarding the Feb. meeting. Both I-98 and K-97 interviewed program staff and ran excerpts of same. I-98 did an interview on Feb. 13 which will be aired on Feb. 14.

**CBC** is advertising our Feb. session and doing a presentation of our program on the Afternoon Show on Feb. 15, 1989. They will be interviewing program staff, an employer and an employed participant.

**BROCHURE** - The program has produced 2 brochures; both display the Supported Work logo. The second edition has a strong business focus and contains a photo of a Supported Work employee and testimonials from 2 employers. First Edition - 500 copies, Second Edition - 750 copies.



## **BUSINESS CONTACTS**

In our job development plan, we identified a number of areas. To date, we have approached 370 business: many of these have been contacted 2-3 times. Before the June Information Session, we mailed 72 personal invitations. In November, we did a bulk mailing of 250 in the Southgate, Sahali and Valleyview areas. In both cases, we phoned and/or made a follow up visit.

Placements have required at least three contacts before a person was hired; some required as much as ten.

## **COMMUNITY CONTACTS**

We have increased community awareness and support through a variety of avenues. We have had meetings with business groups, informed them of our program and information sessions and have advertised in their newsletters.

**BUSINESS ASSOCIATIONS:**

- Chamber of Commerce
- T.N.M.A.
- Downtown Business Association
- Restaurant Association
- Northshore Business Association
- Southshore Business Association
- Canadian Home Builders Association

**COMMUNITY GROUPS**

- Mac Park Association
- University Women's Club.
- Kamloops Professional Women's Association

**GOVERNMENT** - We have advised all levels of government about the program. A representative from city council and Nelson Riis' office were able to attend the June Information Session.

**BUSINESS WOMEN'S CONFERENCE** - On Feb. 8, 1989, a presentation of Supported Work was given to a group of about 70 business women. This resulted in several good contacts.

## **PROFESSIONAL DEVELOPMENT**

We have strived to provide the best possible service to all parties associated with Supported Work. We have been responsive to needs by improving, changing and adding to the program. Professional Development workshops have enabled to do this. Through the Cariboo College Professional Development Fund, program staff attended the following workshops:

- March 1988 - Adult Special Education Conference - Employment Sessions
- June 1988 - Supported work for Adults with Disabilities, V.I.I.
- October 1988 - Job Development Techniques Workshop, Canadian Council on Rehabilitation and Work
- December 1988 - Employment for the Disabled Workshop
- March 1989 - Western Canada Conference on Supported Work

## SUMMARY

We have found meaningful employment for the participants in businesses that recognize and appreciate their contributions. In doing so, we have raised the level of confidence and self-esteem of the individuals. We have individuals who for the first time in their lives are financially independent. Their self-esteem has increased accordingly.

Participants and prospective participants have decided to start their own Self-Advocacy Group to further develop their skills and educate the community. They intend to produce a newsletter, offer workshops and information sessions. This is continued off-site support.

Supported Work has allowed a number of people previously on government assistance to become financially independent.

Supported Work people are valuable EMPLOYEES who are providing good service to their employers who are now enthusiastic supporters of the program. They have shown their support by participating in TV and radio interviews, and in our program employer information sessions. Employers are satisfied with the services of the Supported Work program and are recommending us to other employers.

Through extensive media coverage, information sessions, and word-of-mouth, we have increased the level of acceptance and awareness of the strengths and abilities of the mentally handicapped worker.

## GOALS

In the coming year, we intend to seek challenging and fulfilling jobs for the participants. We would also like to address the following goals:

- program evaluation by Cariboo College office of Research and Evaluation
- feature Supported Work in M.P., Nelson Riis' regional newsletter
- help the Self-Advocacy Group to become an independent body
- convince the federal and provincial governments to include part-time employment in their wage subsidy and training incentive program
- effect change in the federal Access program so that a Supported Work Participants may be hired in the federal service
- represent mentally handicapped people on the Local Advisory Council
- develop a recognition process for Supported Work employees and employers by the program and the community
- liaison with other Supported Work programs
- production of a Supported Work video by Cariboo College Media Services



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REPORT ON THE PROGRAM REVIEW OF



