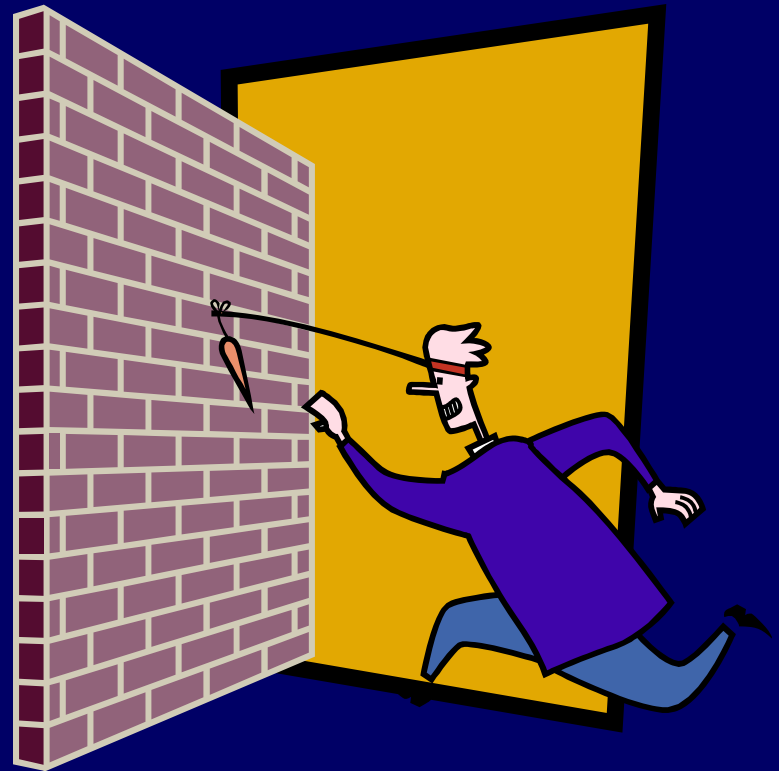


# Addressing Barriers to Employment

Pat Tucker  
Advocate for Human  
Potential



# What do we get out of our work?

These things are part of lasting recovery. Contributing to our communities and providing for ourselves contributes to esteem.

# What problems/difficulties does work cause us?

These impact women entering  
recovery too.

# Addressing Barriers to Employment

*Many employed people face barriers and succeed in the labor market. Therefore, it is best to avoid operating on preconceived notions about who is and who is not employable based on individual characteristics.*

**Stress can result in relapse  
(mental health, substance  
abuse, hypertension) but  
does this mean people  
shouldn't work?**

NO!!! But is often means that  
employment access must be person-  
centered. What works in one woman's  
life is different than in another.

# Recovery Has Many Contexts

- Substance Abuse
- Mental Health
- Injuries
- Illnesses
- Etc.



# Recovery Has Many Meanings



- Substance Abuse
  - Abstinence
  - Moderation
- Mental Health
  - Role Recovery
  - Complete Recovery

# Different Pathways to Recovery

- Medical Treatment, including medications
- Support Services
- Peer Support
- Wellness Practices
- Spirituality/Religion



# What Can Systems Do to Support Recovery?



- Remove Obstacles
- Meaningful Opportunities
- Mainstream Settings
- Coordinated Services
- Person Centered

# Barriers

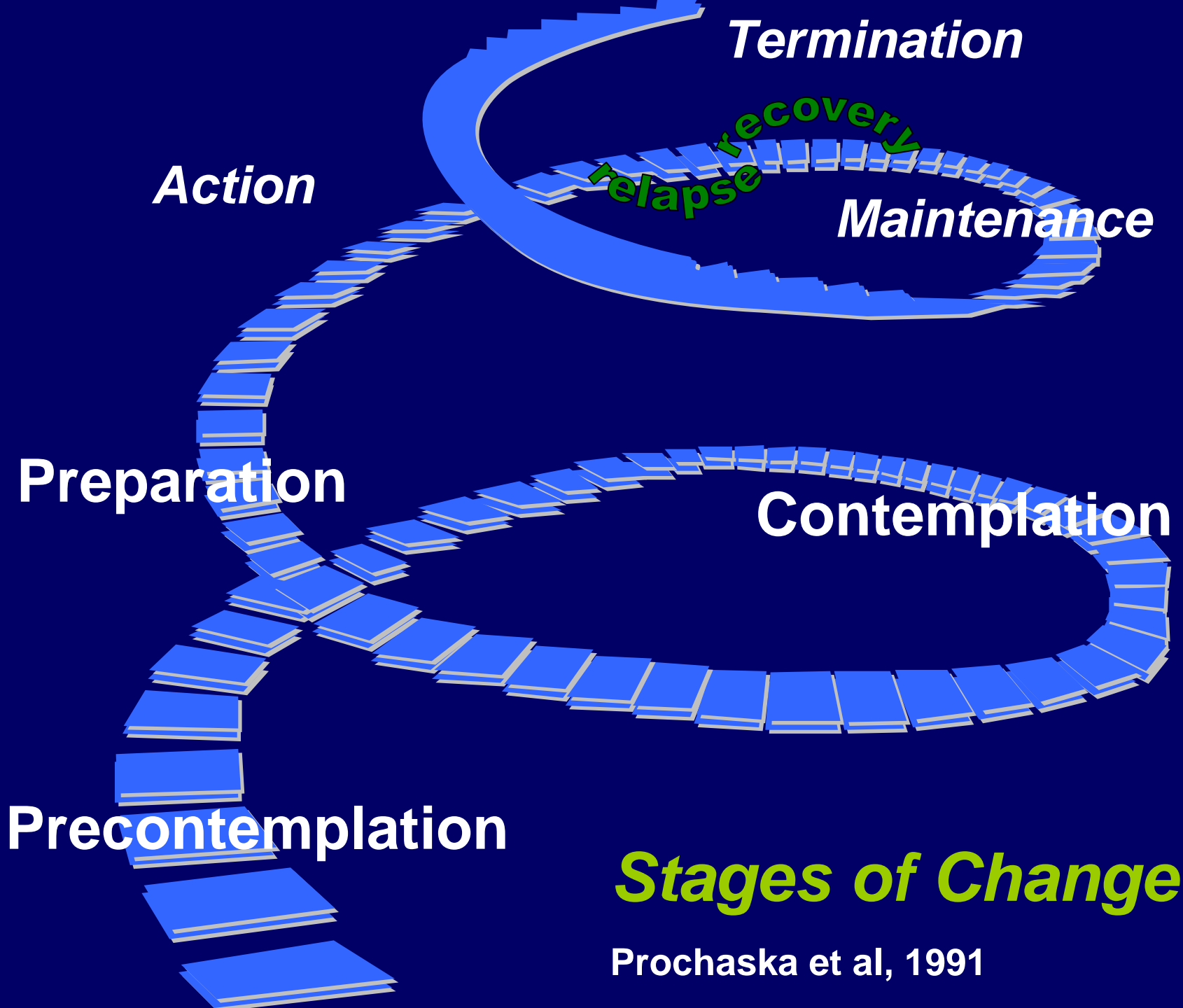
- **Human Capital Barriers**
- **Personal Health Barriers**
- **Family Responsibility Barriers**
- **Material Hardship Barriers**
- **Access Barriers**

# Activities in Employment

- Review capabilities
- Identify the job goal
- Counsel on benefits
- Job Search
- Negotiating with employers
- Coaching to start & keep the job

# Steps of the Employment Process

- Conduct ongoing vocational assessment
- Representation in a job interview
- Acclimate to employer environment
- Problem solving job challenges
- Plan and prepare for new responsibilities
- Transition to new jobs
- Plan career paths



***Stages of Change***

Prochaska et al, 1991

# *Connecting Skills and Engagement*

- Engagement
- Graduated Disengagement
- Assessment
- Planning
- Implementation
- Monitoring
- Supportive Counseling

# Applying a person-centered, strengths based model

- Relationship building skills in engaging with client
- Orientation to the process
- Demonstrating understanding
- Disclosing personal information

# Engaging skills with the client

- Listening and hearing her voice
- Responding to clients
- Asking open-ended questions
- Responding to her emotional experiences
- Inspiring

# *Resolving Employer Concerns*

- Respond professionally
- Listen for underlying issues
- Separate the concern from the belief
- Acknowledge concern and connect to your offer
- Allow all concerns to surface
- Don't take "NO" personally

# *Closing the Deal*



- Recap main discussion points
- Reiterate employer benefits
- Continue the partnership/relationship
  - Next step
- Send thank you letter

# *Know Your Stuff*

- Describe the history of your organization.
- What are the goals of your organization?
- Who are the primary persons you provide services to?
- Who are your competitors?
- What makes your agency unique?
- What promotional materials do you have to give to or show employers?

# *Speak the Employer's Language*

## Human Services Lingo

Supported Employment

Assessment

Job Coach

Case Manager

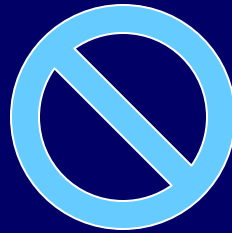
Voc. Rehab.

Follow – along

Benefits/ Entitlements

Accommodations

Client/ Consumer



## Business Lingo



# *Use Valuing Language*

## Devaluing Terms

Disabled

Mentally ill

Schizophrenic

On welfare

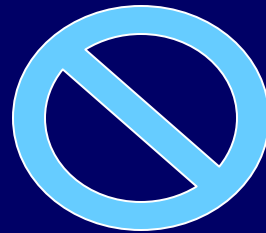
Addict

Homeless

Criminal

Client/Consumer

Unemployed



## Valuing Terms



# Why Employment?

- Find a Job
- Keep a Job
- Recover a valued role

# What is Supported Employment?

- A vocational rehabilitation strategy
- Real jobs in competitive settings
- Minimum wage or better
- 10 hours a week or more
- Low entry threshold

# Practice Principles of Supported Employment

- Zero exclusion: Eligibility is based on consumer choice
- Supported employment is integrated with treatment
- Competitive employment is the goal
- Personalized benefits counseling is provided

# Steps of the Employment Process

- Conduct ongoing vocational assessment
- Representation in a job interview
- Acclimate to employer environment
- Problem solving job challenges
- Plan and prepare for new responsibilities
- Transition to new jobs
- Plan career paths

# Elements of a Job Analysis

- Job schedule
- Attendance
- Salary range
- Training considerations
- Transportation
- Appearance
- Communication requirements
- Interaction requirements
- Environmental needs
- Senses requirements
- Physical requirements
- Decision making skills
- Adaptability
- Quality, quantity, pace requirements
- Reinforcement available
- Repetitive or sequential work
- Academic skills
- Technology and machinery

# Elements of a Work Culture Analysis

- Co-worker assistance
- Dress/Appearance
- Employer Assistance & Wellness Plans
- Equipment
- Individual/Shared tasks
- Items Issued
- Longevity
- Meal/Break Times
- Medical Insurance & Other Benefits
- Opportunity for Advancement
- Orientation
- Pay
- Performance Review
- Safety & Health Concerns

## *Employer Benefits*

- Saves the employer money
- Makes the employer money
- Improve worker recruitment and retention

# *Contacting Employers*

- Phone
- In person
  - Cold Calls
  - Appointments
- Mail



# *How to Get to the Right Person*

- The “Gatekeeper”
- The “Influence”
- The “Decision Maker”



# *Strategies for the Job Developer*

- Know the business
- Use business etiquette
- Keep to a time frame
- Request permission to ask questions and to take notes
- Ask questions effectively
- Encourage the employer to talk
- Identify where the employer is in the stages of change

# Wrap Up

- Questions and Answers