

*For those assisting others with employment...*



# Support Employment

What you need to know in order to support people when they are employed

*“DHHS shall support career development and meaningful employment for all working aged individuals receiving services through the Department”* (Excerpt from DHHS Employment for People Served Policy DGGS-CS-01-10, 11/15/10)

## 1. Gather Information

Once a person is employed, **a caseworker’s job is to help people maintain and succeed in their job**. You have a role in ensuring that people have the supports and resources available to meet their individual needs.

**Ask questions about the job.** Become familiar with the job so that you can support and advocate for the individual. The individual may choose not to share some information such as wages. With permission, talk to the employment support provider, too.

### Questions may include:

- Where do you work? How long have you been there? Where is the business located?
- How many hours a week do you work?
- Do you know what your salary and benefits are? (Are you willing to share that information with me?)
- Do you have someone at work to help?
- Who is your employment staff? What agency?
- How often is there employment staff with you at work?
- What does the employment staff do for you?
- Do you need more, less or different supports?
- How do you get back and forth to work?
- Do you know how to call in sick, request a vacation, ask for more assistance?
- How are your wages getting reported to SSA?

## 2. Monitor paid employment supports

General needs change over time, so expect employment needs to change, too. A caseworker should **monitor supports**: are they appropriate, do they fade over time, do they produce results?

Ensure there is a need for these supports, and include information in the support plan. Paid supports should supplement the employer’s natural supports and not replace them.

# Support Employment (continued)

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## 3. Follow up and talk about employment at least annually

How is the job going? Is the amount of paid supports appropriate? Has it changed? Is the person meeting their goal for employment? What is the employment staff doing for the person? Is there technology or other supports that would be helpful?

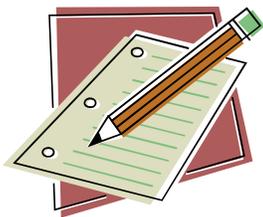
## 4. Encourage natural supports from family, friends and the employer

Employment staff can assist the employer in learning how best to support someone on the job.

Family or others may provide a ride, a wake-up call, assistance with reporting wages to SSA, or anything else that the person may need to maintain their job.

*Other ways for caseworkers to help:*

- **Make sure a plan exists** that describes how the employment staff is developing natural supports
- **Talk to the employment staff** together with the person they support. Talk about the job, what is going well and what may need to change.
- **Talk to the person you support** about work, any desires to change, and their goals for job growth and career advancement



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