

A Brief History

The original intent of this newsletter was to provide information to community rehabilitation providers in East Tennessee. After the initial issue, it was determined that it should go statewide. After speaking at APSE conferences it grew to an international following.

The name was a take-off on our project's name, UT-TIE. Originally it was Tennessee Initiative on Employment. That morphed into Technology, Inclusion and Employment. The newsletter has kept the name as the project has expanded.

Quota Law

French law requires that businesses of more than 20 employees have 6% representation of workers with disabilities or face a penalty. In 1992, 40% of the businesses paid the fine. The money went to advance employment opportunities for people with disabilities.

(1st printed in January 1997)

Idle Thought

If you were unemployed would you turn to or rely on your vocational department to find you a job? If you would not, why would you expect the customers of your program to be enthused with your services.

(1st printed in March of 1997)

IAPSRs Update

The International Association of Psychosocial Rehabilitation Services has issued the findings of their yearlong study of 3000 people with psychiatric disabilities:

- 69% are jobless, not having a paying job
- 26% attended or completed college
- 43% graduated from high school
- 59% live in supervised housing
- 23% live independently

- 13% live with family
 - 4% are in treatment facilities
 - 1% are homeless or in correctional facilities
- (1st printed April 1997)

Creativity Killers

From a poster hanging in the vocational Department at the McNabb Center, the 10 things that kill creativity:

10. Pretend you know more.
9. Police the staff, manage from the top down
8. Keep the staff performing routine paperwork
7. Erect system barriers between staff and decision makers and decision making.
6. Maintain total professionalism at all times.
5. Rely on specialists and exclusive staff at all times
4. Say "yes" and do nothing.
3. Go through formal channels on all ideas.
2. Stick to protocol.
1. Invoke the budget.

(1st printed in July 1998)

Your Decision

Because we influence others, we need to present the full story to help people make informed decisions.

Here are 3 candidates :

Candidate A consults with astrologers, has 2 mistresses, chain smokes and drinks 8 to 10 martinis a day.

Candidate B was kicked out of college twice, sleeps until noon, used opium in college and drinks a quart of brandy every day.

Candidate C is a decorated war hero, a vegetarian, has an occasional beer and married his lover.

Who would you be more comfortable with? Who would you hire? When we introduce employers to people we represent, we need to paint the best picture.

Candidate A: FDR Candidate B: Churchill
Candidate C: Hitler

(1st printed in February 2001)

Buying A Car

On the radio the announcer read he had a car for sale. You had to change the oil every 3000 miles.

The tires are good for 25,000 miles. After 3 years you will need a new muffler system. For the first 5000 miles you cannot exceed 50 mph. It has an 8 track music system.

In reality he was reading from a 1974 ad. How many of us would accept this product? It took some time for the auto industry to listen to their customers. As community rehabilitation providers we need to be in touch with our customers. What was accepted in 1974 is not accepted now. What is your department, agency or organization doing to meet the new demands and expectations of your customers?
(1st printed in February 2002)

Cost of Accommodations

Here is some information I gathered on the cost of accommodations from the Job Accommodation Network (JAN) and the President’s Committee on Employment of People with disabilities:

Cost of Accommodation	Percentage
No cost	20%
Between \$1 and \$500	51%
Between \$501 and \$1000	11%
Between \$1001 and \$1500	3%
Between \$1501 and \$2000	3%
Between \$2001 and \$5000	8%
Greater than \$5000	4%

The average cost of a job accommodation is \$200. For every dollar a company spends for a disability related accommodation, the company saves \$34. These savings are realized through lower workers compensation rates and other insurance costs, less training of new employees, and more productivity.
(1st printed in May 2004)

Dr. Spock, Mr. Spock, and SPOC

Some us grew up and were influenced by Dr. Spock. Later on in life there was Mr. Spock on *Star Trek*. Now there is SPOC- Single Point of Contact. Business leaders at the Business Advisory consortiums and the Leadership Networks are all

saying they want one point of contact. Business leaders do not have time to listen to every presentation from every employment program in town.

Can the agencies get their acts together and provide a unified front and approach? Can they provide a unified service – a service that the business will feel comfortable in using as long as the employment need is met?

(First published in July 2004)

Natural Supports

As more and more people with disabilities become employed, community provider agencies are asking, “Where will we get more job coaches so more people can go to work?” In the best practice view of Supported Employment, the business has hired an employee and needs to apply the same Employee Assistance Program (EAP) features it offers to all its employees to the employee with a disability.

Job coaches were never intended to stay in place onsite forever and ever. In a recent Employment Services Certificate Program training, we tracked the involvement and fading of a job coach. We asked the job coach, “Why are you there? What supports do you provide?”

Need for Job Coach	Support Provided
Drive to work	Job coach
Find time card	Green dot on card
Use time clock	Co-worker support
Find locker	Green dot on locker
Suit up for work	Velcro apron
Stay in work area	Rubber mat on floor
Reach high places	Co-worker support
Keep fingers out of mouth	Put on surgical gloves
Eat balanced lunch	Co-worker support
Converse with co-workers	Co-worker support
Sort dirty clothes, put into bin	All work clothes are dirty
Drive home	Parents pick up

So now the job coach simply drives the employee to work, makes sure all the supports are in place, and leaves. This job coach is now able to support two or three people on the job instead of spending the entire day attached to one employee.

(1st printed in November of 2006)

What's It All About?

As you are job developing? It is important to keep the following points in mind by asking yourself, "What's it all about?"

1. **It's all about the community.** This is probably better stated as who you know and who they know. You need to get that network going. The best job developers build solid relationships based on honesty.
2. **It's all about integrity.** Don't make promises you cannot keep. Be honest about your role in the employment process and follow through on your responsibilities.
3. **It's all about opportunity.** Job development is about getting your foot in the door, so that every person has a chance.
4. **It's all about knowledge.** The two training sessions on Job Development that the UT Center on Disability and Employment has sponsored stress this point. You have the knowledge of the job seeker, but you also have the knowledge of the company. Are you spending time getting to know the job seeker, and are you spending time getting to know the business?
5. **It's all about your attitude.** High expectations are contagious. Do you believe that the job seeker can work? It might take more time or a different type of supports, but if someone really wants to work, we can help them find that job.
6. **It's all about the job seeker.** You need to present the skills and abilities of the job seeker. Work for that great match of the job seeker's abilities and goals and the employer's needs.
7. **It's all about the support.** Many job seekers may not need support to do the job, but may need support for other things surrounding work. Do you make the wake-up call? Do you take the job seeker shopping for appropriate work clothes? Do you help with heat assistance? What do you do so he can get enough sleep to work the next day?
8. **It's all about long term success.** Do you have an exit plan that enables the job seeker to accommodate changes at work or home?
(printed in January 2010)

Business Network International

BNI is the largest business networking organization in the world. They offer members the opportunity to share ideas, contacts and most importantly, business

referrals.

Some of the benefits of becoming part of the network would include substantially increased referrals and tools to network more effectively. You can participate in up to 52 networking meetings per year. Bi-monthly newsletters with educational material on networking, public speaking, and business are available. Participation in business tradeshows (where you'll have an opportunity to market your chapter and your business) and free periodic workshops on networking are additional benefits. Only one person from each professional specialty is permitted to join a chapter of BNI.

All participants should represent their primary occupation, not a part-time business.

Attendance is critical. If you cannot attend a meeting, you may send a substitute. This will not count as an absence.

Participation in the chapter by members is a key to the success of a group. Members can participate by bringing bona-fide referrals and/or visitors to their BNI chapter.

Costs vary and need to be researched. You can contact the Secretary/Treasurer of the chapter you visit.

The website (www.BNI.com) is very easy to navigate.
(1st printed in June 2009)

27 Million Businesses

At the APSE Conference in Atlanta last month, Cary Griffin reported that there are 27 million businesses in the United States. Of those 17,000 have more than 500 employees.

The point of his keynote was that we may be overlooking the smaller businesses in search of the big box business that might be able to hire multiple placements. Are we looking for one big bang, instead of developing a broad base of smaller employers, who may be able to hire a fewer number of people? The big box business has to run the hiring decision up the flagpole and see if corporate will support the decision. Job developers may never be able to speak directly to the person who makes the hiring decision in the bigger businesses. Other information about employers that Cary reported was that there are 2.4 million single owner/operators of businesses. Here is an opportunity to approach employers who may have niche needs. They do not need someone regularly, but need a person for short periods of time on a regular or irregular

schedule.

(1st printed in July 2010)

IYADWYHADYWAGWYHAG

When I first started this adventure in October of 1996, Debra Martin Luecking introduced me to this phrase: *If You Always Do What You Have Always Done, You Will Always Get What You Have Always Gotten.*

Through the years my approach has changed a little. I think now that, *What Got You Here, Won't Get You There* (WGYHWGYT).

It is a subtle change whereas we initially were challenging people and organizations to embrace change. In today's world people and organizations realize that change is constant, the world is moving fast and we need to make changes to grow with it.

(1st printed in October 2010)

Customer Service; No Problem

We have talked about customer service for a long time and everybody feels they have a good handle on how to provide good customer service. My recent experience into retail has cast a new light on customer service and what it means and our reaction to customer service.

When someone says "Thank you", what is your response? Is it "No Problem"? When did "no problem" become the substitute for "you're welcome"? When someone says "thank you" they are recognizing that you assisted them, did them a favor or went out of your way. They are giving you a compliment. Are we cheapening their compliment by responding with a "no problem"?

So when we apply this to the world of job development and disability, when someone recognizes what we are doing and says "thank you", do we respond with a "no problem". We know it is a problem or we would not have been called. We know we were called to assist or provide information to a business. If it was 'no problem', the business would have solved the issue without calling us.

What would happen if our response was "you are welcome and is there anything else I can help you with?" I think that opens up a door so that we can

provide other assistance or information. It shows that we value the relationship that has been established with that business. There is just some feeling of civility or etiquette that is expressed when you respond with "thank you" and is lacking when you say "no problem."

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Center for Literacy, Education and Employment
&
TN DHS/Division of Rehabilitation Services

Teamwork is a lot of
people doing what I
tell them

If a person thinks the same
way at 50 as he did at 20,
I would say he has wasted
30 years.

Muhammad Ali

Don't let what you cannot do

Interfere with what you can do

John Wooden

When the **Process**

Becomes more important than the

Product

You have a **Problem**

Attributed to Peter Drucker

My Favorite Teacher

In 2000, I missed 6 weeks of work, this is what I learned

When loved ones come home, always run to greet them

Never pass up the opportunity for a joyride

When it is in your best interest practice patience

Let others know when they have invaded your territory

Take naps

Stretch before rising

Avoid biting, when a simple growl will do

No matter how often you are scolded, don't buy into the guilt thing and pout

Eat with gusto and enthusiasm, stop when you have had enough

Be loyal

When someone is having a bad day, be silent, sit close by and nuzzle him

And finally, never trust anyone until you have smelled them.

I learned these simple lessons from my yellow lab, Clem

Change

is inevitable

Except

from a vending machine

Do all you can

By all the means you can

In all the ways you can

In all the places you can

To all the people you can

For as long as you can

John Wesley