



# Wisconsin's Partners with Business Initiative

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# Wisconsin Board for People with Developmental Disabilities



WISCONSIN BOARD FOR PEOPLE  
WITH DEVELOPMENTAL DISABILITIES

<https://wi-bpdd.org/>

- ❖ Federally mandated, statewide advocacy and innovation organization
  
- ❖ Charged with:
  - Identifying most pressing needs of people with developmental disabilities
  
  - Developing innovative and cost-effective ways to meet these needs
  
  - Advocating for public policies that create systemic change
  
- ❖ BPDD seeks continuous improvement impacting all aspects of people's lives, including **employment!**

# WI BPDD's Employment Initiatives: Past & Present

- **Let's Get to Work** (Partnerships in Employment grant, 2011-2016)
- **Take Your Legislator to Work** (2011-present)
- **Employment First Efforts** (2014-2021)
  - WI-APSE coordinating the conference as of 2022
- **Building Full Lives** (2015-2021)
- **Partners with Business** (2017-present)



WISCONSIN BOARD FOR PEOPLE  
WITH DEVELOPMENTAL DISABILITIES

# Legislative Action

- Awareness of direct workforce crisis – including job coaches
- Brought data, stories and people to share experiences (including employers)
- Resulted in the Passing of Act 323 for DD Council to expand Partners with Business practices further
  - First time passage of funding bill to DD Council
  - Coaching program – training and technical assistance
  - Five pilot sites selected per year





# What is Partners with Business?

Wisconsin's name for partnering with employers to increase natural supports and fund paid coworker supports.

Thoughtful, intentional implementation of best practices to:

1. ensure good job matches,
2. empower employers to directly train and supervise their employees with disabilities,
3. Cultivate inclusion and natural supports,
4. Maximize independence, and
5. Pave the way to negotiate formal paid coworker supports as an ongoing option.

# Partners with Business Capacity Building Strategies

1. Finding the Right Job Match
2. Being Clear About Job Coach Role
3. Educating & Empowering Employers
4. Conducting a Job & Task Analysis
5. Using Systematic Instruction & Fading
6. Using Assistive Technology
7. Conducting Cultural Analysis
8. Intentionally Developing Natural Supports
9. Identifying & Negotiate Paid Coworker Supports
10. Documenting the Partners with Business Plan & Agreement



# Paid Coworker Support Model

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Intended to create cost effective, less stigmatizing long-term employment supports

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Involves intentional implementation of best practices for job matching, empowering employers, using systematic instruction, ensuring workplace inclusion and developing natural supports

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If necessary, augments natural support with formal supports provided by a co-worker

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Reimburses the employer for the costs of providing the formal “above and beyond” support using long term care funds

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Includes on and off site ‘Follow-Along’ and “Back-Up” services from a Supported Employment Agency

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Can include formal agency supports when needed for transportation, personal-care, or job coaching (when not provided by the employer)

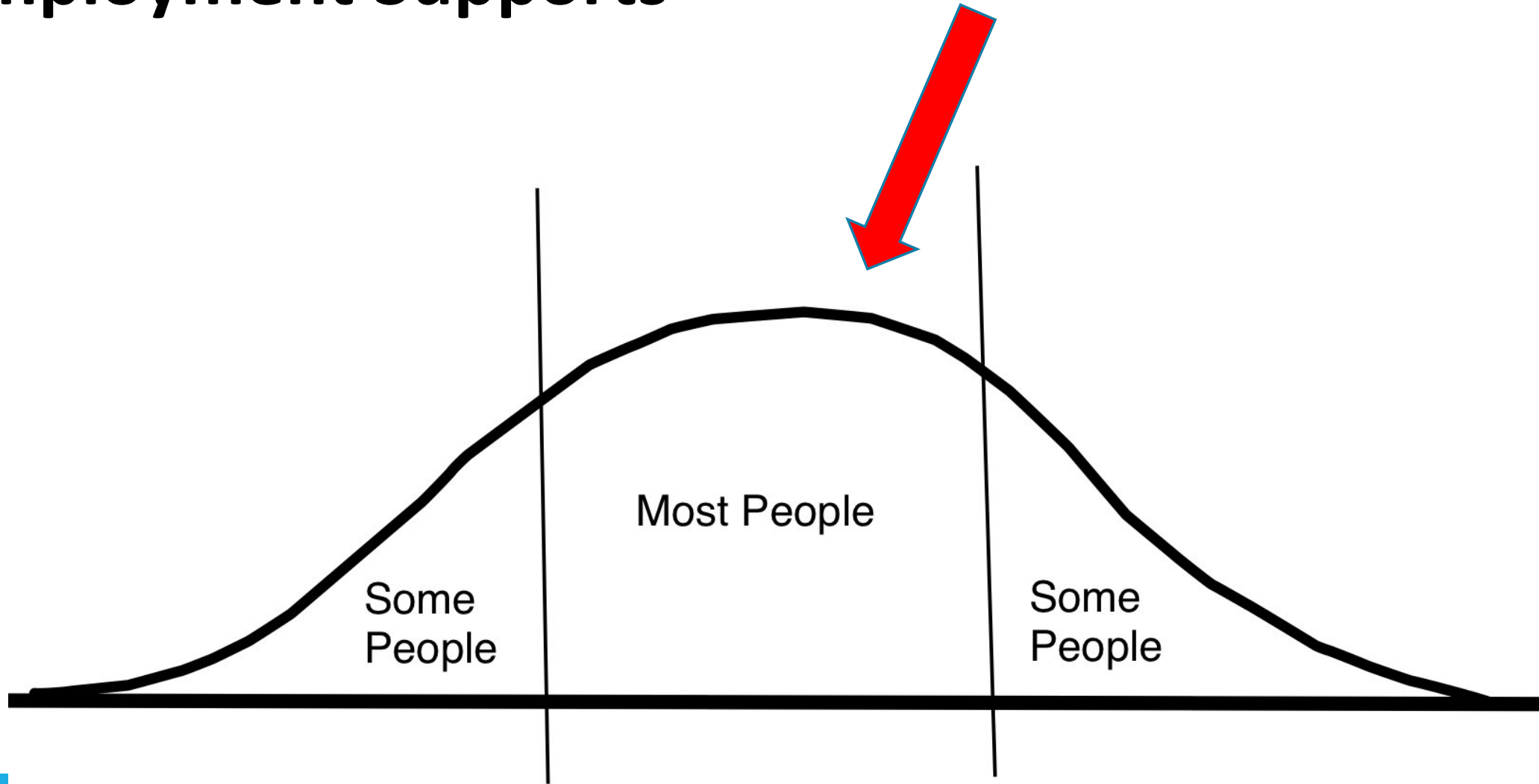


Randy's  
NEIGHBORHOOD  
MARKET  
Our Family

Brian at Randy's Market with Paid Coworker Supports



# Continuum of Employment Supports





## Assessing Current Workplace Supports

# Observe & Document for 2-3 Work Shifts

- Job tasks performed.
- Times the coach provides support.
- The type of the support needed
  - ✓ Task completion or task quality
  - ✓ Social/emotional/behavioral
  - ✓ Health/safety/personal care
- The specific intervention/support provided.
- How long that intervention/support lasts (in minutes).
- Potential co-workers or supervisors available/in proximity who could provide that support.

# Determining Paid Coworker Reimbursement



Clearly identify “above and beyond” supports through observation and documentation: When, Why, How Long, Type of Intervention/Support Provided



Reimbursement amount based on the **employer’s cost** to provide the support (i.e. the wages and overhead costs of the coworkers providing the support and their time involved in providing supports)

# Dane County Paid Coworker Support Example

Jenae works at a local community center 4 days a week, 9:00 to 11:30. Her responsibilities include room set up, light cleaning, and assistance with senior meal programs. After conducting an analysis of Jenae's on-the-job support needs, and determining the needs that are being met naturally, it is determined that Jenae needs 30 to 45 minutes of support during each two-and-a-half-hour shift to successfully accomplish all her job responsibilities.

Traditional Agency Support		Paid Coworker Support	
Staff Time (2.5 hrs. x 4 days x 52 wks x \$27/hour) =		Coworker Time (45 min x 4 days x 52 wks x \$14.67/hr) =	
\$14,040/yr		\$2,289/yr	
Mileage to/from site (60 miles/wk @ .50/mile) =		SE agency follow-along (2 to 4 hours/month) =	
\$1,560/yr		\$1,200/yr	
<b>Total Cost</b>	<b>\$15,600/yr</b>	<b>Total Cost</b>	<b>\$3,489/yr</b>

The solution: Community center staff agree to provide Jenae with the necessary additional supports she needs each day, plus monitor health and stamina concerns. The cost of reimbursing the employer for this support is significantly less than the traditional job coach model which would require that a job coach remain on site. Plus, the support is provided in a more inclusive way that encourages stronger coworker relationships.

# Partners with Business Paperwork



Background  
Checks



Coworker  
Support Plan



Paid Coworker  
Agreement  
Template



Employer  
Invoice  
Template



Coworker  
Training Slides

These templates and FAQs can be found at:

<https://wi-bpdd.org/index.php/partners-with-business/>

# Legislative Report: June 2019 – May 2020

Before Partners with Business		After Partners with Business	
Average Hours per Week Employee with a Disability Received Medicaid Funded Job Coaching Support	Average Annual Cost to Medicaid System to Support this Person on the Job	Average Hours per Week Employee with a Disability Received Medicaid Funded Job Coaching Support	Average Annual Cost to Medicaid System to Support this Person on the Job
<b>5.5 hours/week</b>	<b>\$7,150</b>	<b>2.2 hours/week</b>	<b>\$2,860</b>

***The Partners with Business investment resulted in a 60% reduction in the number of Medicaid funded job coaching support hours. This saved the Medicaid system on average \$4,290 annually per person or about \$55,770 total per year for the 13 participants with disabilities in this year's Partners with Business cohort.***

Ten of the thirteen pilot participants were essential workers, maintaining employment during the COVID-19 pandemic, with average wages of \$10.29 per hour for 16 hours per week.

# Legislative Report: June 2020 – May 2021

The initiative collected employment data from 9 participants with disabilities to determine the impact on Medicaid savings when service providers invest in creating stronger partnerships with employers.

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Before Partners with Business		After Partners with Business	
Average Hours per Week Employee with a Disability Received Medicaid Funded Job Coaching Support	Average Annual Cost to Medicaid System to Support this Person on the Job	Average Hours per Week Employee with a Disability Received Medicaid Funded Job Coaching Support	Average Annual Cost to Medicaid System to Support this Person on the Job
6.8 hours/week	\$8,840	4.6 hours/week	\$5,980

***The Partners with Business investment resulted in a 32% reduction in the number of Medicaid funded job coaching support hours. This saved the Medicaid system on average \$2,860 annually per person or about \$25,740 total per year for the 9 participants with disabilities in this year's Partners with Business cohort.***

# Legislative Report: June 2021 – May 2022

The initiative collected employment data from 11 participants with disabilities to determine the impact on Medicaid savings when service providers invest in creating stronger partnerships with employers.

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Before Partners with Business		After Partners with Business	
Average Hours per Week Employee with a Disability Received Medicaid Funded Job Coaching Support	Average Annual Cost to Medicaid System to Support this Person on the Job	Average Hours per Week Employee with a Disability Received Medicaid Funded Job Coaching Support	Average Annual Cost to Medicaid System to Support this Person on the Job
5 hrs/week	\$7,800	3.2 hours/week	\$4,992

*The Partners with Business investment resulted in a 36% reduction in the number of Medicaid funded job coaching support hours. This saved the Medicaid system on average \$2,808 annually per person or about \$30,888 total per year for the 11 participants with disabilities in this year's Partners with Business cohort.*





A good plan  
implemented  
**today**  
is better than  
a perfect plan  
implemented  
tomorrow.

--George Patton

**BigPictureCoaching.net**

## Goodwill NCW Partners with Business Journey

- Improve service delivery and job coach consistency to bolster goal attainment
- Strengthen employer relations and clarify the role the employment specialist
- Utilize an organization-wide structure to increase service capacity and retain staff through better training and career pathing

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# Goodwill NCW Job Coach Tools & Training

## Job Coach Self-Evaluation

<https://employmentfirstma.org/files/JC%20Self%20eval.doc>

### Job Coach Self-Evaluation

Name of consumer: \_\_\_\_\_ Date: \_\_\_\_\_ Employer: \_\_\_\_\_

*Think about your role as a job coach at a particular employment site. Use the following questions as a check list to reflect on your professional activities and to note any improvements or changes that you feel would make this site more supportive to the consumer.*

1. Am I doing everything I can to maximize natural supports?
2. Do I avoid intervening automatically when the person I support needs assistance?
3. Am I too intrusive? Be specific—when and how so?
4. Am I doing too much of the job for the person?
5. Am I respectful about disclosure and cautious about what information I share with worksite personnel?
6. Am I too focused on doing direct job training instead of identifying available support within the workplace and how they can be used?
7. Do I make sure that supervisors and coworkers are as involved as possible in supporting the worker (as they would be with any other employee)?
8. Do I run to the sire to fix the problem every time the employer calls with an issue?
9. Do people at the job site give instruction and feedback for the person through me or do they go directly to the person being supported?
10. Am I expressing clear expectations and strong role modeling for the employer?
11. What else do I need to pay attention to?

# Goodwill NCW Job Coach Tools & Training

**Case note structure:** focuses on consistent coaching techniques and goal attainment

**Level of prompting:**

- Natural/Environmental Cues
- Visuals/Pictures
- Proximity & Shadowing
- Indirect Verbal Prompts
- Direct Verbal Prompts
- Gestural Prompts
- Modeling
- Physical Prompts/Touch

**\*Date of Service**  
05/24/2022

**\*Service Provided**  
Job Coaching

**\*Level of Prompting**  
--Please Select--  
This field is required.

**\*Total Time (in minutes)**  
0.0  
This field is required.

**\*Goal Met?**  
 Yes  
 No  
This field is required.

**Description of Interaction:**  
Notes

**\*Staff Signature**  
**Name**  
Full Name

**Signature**

Sign

# Goodwill NCW Employer Relations:

Clarifying Roles &  
Strengthening  
Partnerships

## Tools:

- One-pager outlining Goodwill's roles & commitment to employers
- Formal 1 hour training for employers on Working with People of All Abilities
- Informal training for employers specific to the employee
- Workplace Inclusion Checklist



## Employer Relations:

# One-Pager for Goodwill Roles & Commitment



### Goodwill Staff Commitment

#### Job Developer:

- Learns about employer workforce needs, culture and qualifications; connects employers to employment candidates.
- Assists in arranging interviews, tours, and/or meet and greets with employment candidates.
- Upon hire, introduces the employment candidate's case manager and facilitate a soft hand off.
- Provides trainings for employers on inclusion and working with people of all abilities to support DEI efforts.

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#### Case Manager:

- Serves as the main point of contact for the employee's employment services.
- Conducts regularly scheduled site checks to gather feedback from employer, observe employee's job performance, and identify and/or adjust support needs.
- Partners with employee, employer, and job coach to create job aides.
- Facilitates on-the-job natural supports, assists in developing social connections, and serves as a resource and support to supervisors and co-workers.
- Provides trainings to employers on inclusion and working with people of all abilities to support DEI efforts.

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#### Job Coach:

- Reinforces training provided by the employer, with the goal of the employee becoming more independent.
- Facilitates on-the-job natural supports, assists in developing social connections, and serves as a resource to supervisors and coworkers.
- Identifies available support in the workplace and how they can be utilized.
- Trains employer/coworkers to support employee; trains employee to build connections with employer/coworkers.



## Employer Relations:

## Formal 1-hour Training

# Working with People of All Abilities



- Understanding how a Disability can Impact an Individual at Work
- Focusing on an Individual's Abilities
- Teaching a Skill
  - Challenging and Empowering Individuals
  - Being Flexible to Learning Challenges
- Accommodations



## Employer Relations:

# Informal Training for Employers, Specific to Employee

### Employee Information

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Employee Name:

(Photo)	Some of my interests and hobbies:
Strengths I bring to this team:	
Skills/tasks I hope to grow in my employment:	
The support I need to be successful (learning style, accommodations needed):	



# Employer Relations:

## Workplace Inclusion Checklist

[https://employmentfirstma.org/files/Workplace\\_InclusionChecklis.doc](https://employmentfirstma.org/files/Workplace_InclusionChecklis.doc)

### Workplace Inclusion Checklist

1. **Orientation & Training** - Does/did employee learn job tasks from: orientation; a co-worker mentor; a formal company training program?
2. **Co-workers In Similar Jobs** - Do one or more co-workers have same or closely related job as employee?
3. **Working Together with Co-Workers** - How often does employee work with one or more co-workers to complete job tasks?
4. **Helping Co-Workers** - How often during the day does the employee help a co-worker with work? Is this ever initiated by the employee with a disability?
5. **Work Schedule** - Does work schedule match that of co-workers?
6. **Meetings** - Does employee attend staff or employee meetings?
7. **Rules and Policies** - Does employee follow the same company or department rules and policies as others?
8. **Name** - Does employee's name appear on mail slots, schedules, phone listings, or other lists?
9. **Advancement** - Does employee receive support for advancement and career development within the company?
10. **Uniform/Dress** - Does employee wear same uniform or dress similarly to co-workers?
11. **Workplace Items** - Does employee have same items as issued to other employees (locker, key, uniform, i.d., name badge)?
12. **Company Programs** - Does the company have such programs as EAP, health club, carpooling, childcare assistance, etc.? If so, does employee participate in any of these?
13. **Performance Review** - If performance reviews are typical of work setting, is employee's job performance reviewed by supervisor?
14. **Feedback Solicited** - Does supervisor typically ask employees for their opinion or suggestions? If so, is feedback solicited from employee with a disability?
15. **Talking Socially** - How often during the day does employee talk socially with a co-worker?
16. **Socializing** - Does employee socialize with co-workers during common social times?
17. **Lunch** - Does employee eat lunch with co-workers?

# Goodwill NCW Organization-Wide Training and Career Pathing

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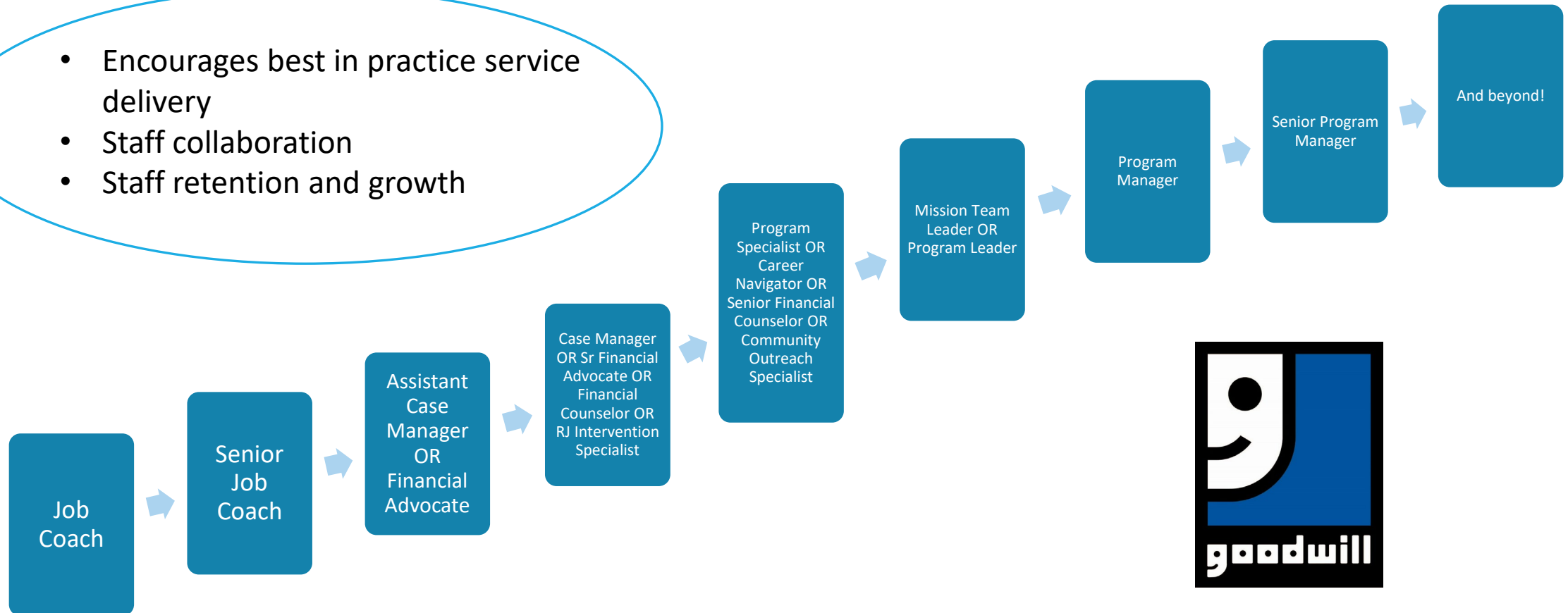
Development of a comprehensive onboarding plan for job coaches

Creation of an Assistant Case Manager position

Development of an organization-wide structure with clear career pathing

# Goodwill NCW Organization-Wide Structure & Career Pathing

- Encourages best in practice service delivery
- Staff collaboration
- Staff retention and growth



# Thank you!

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