
“Work as a Priority” for Homeless VETS

Training #3: Tools for Job Retention and Advancement

Sponsored by

The National Coalition of Homeless Vets in partnership with Advocates for Human Potential, Inc.

Debby Wiesen - Director of Employment and Training-New England Shelter for Homeless Veterans

Vernon Veazey, Assistant Director/Coordinator of Job Placement

**and Clifford Dixon, Administrative Assistant to the Employment Department, Stan McClain,
Employment Specialist and Donna Terry, Employment Assistant-Operation Stand Down**

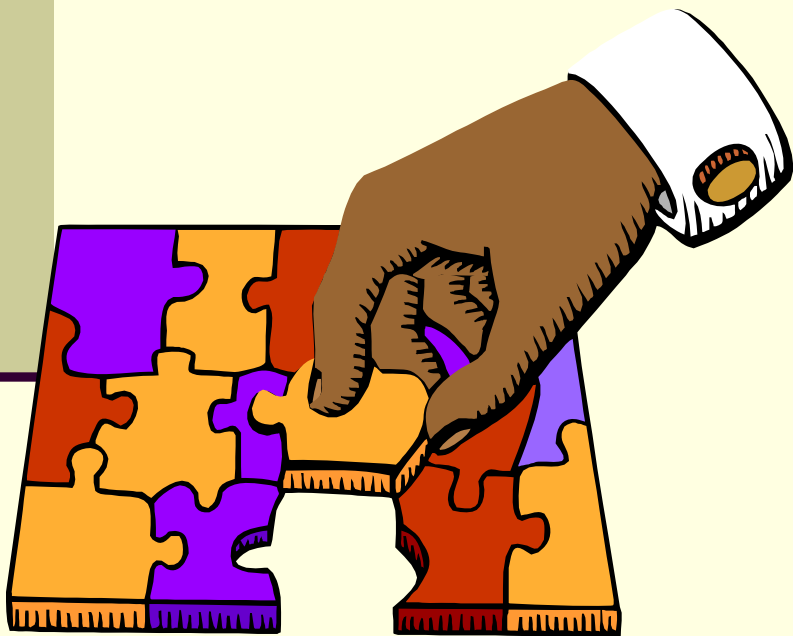
Facilitated by

Gary Shaheen

518-475-9146, ext. 243

gshaheen@ahpnet.com

Menu of “Keep” Services



- Job Coaching & Follow-Along
- Educational, Professional, Peer, Natural Job Supports
- Professional, Peer, Natural Housing, Recovery Supports
- Benefits Management & Advocacy
- Growth and Career Planning

RETENTION/RELAPSE PREVENTION

- Support attitude and skill development established during engagement
- Provide comprehensive, long-term supports
- Relapses and job losses not presented as failures-but as learning opportunities
- Growth and role recovery not always linear-employment retention is similar!
- Recognize achievement no matter how small they seem
- *Make sure the whole team buys in to a person's employment plan!*

Understanding and Addressing Work-Related Triggers

- Having \$\$
- New friendships
- New routines
- New lifestyle
- Co-worker, supervisor relationships
- “Threat of success”

Job Loss Prevention Tips

- Create a retention plan at the start of the process
- Role play situations that might result in job loss
- Be clear with employees and employers about your role as a job coach
- Participate in the Integrated Services Team to troubleshoot retention
- Meet with employees in comfortable, non-stigmatizing places off the job
- Help people identify his/her personal warning signs
- Encourage (or require) meetings on a consistent, regular basis
- “Debrief” after work
- Help to “problem-solve”

Job Coach Tools and Techniques

- Job coach is a training consultant, not trainer
- Help employees to obtain the same orientation, training process and resources as co-workers
- Assist new employees to understand workplace culture, cues, politics
- Don't "switchboard" questions & feedback
- Help people develop skills to establish their own natural workplace supports
- Help people make good, independent decisions
- Support and "train" the employer to better accommodate people with disabilities
- Remember that assessment is ongoing

Keys to Success

- Belief
- Motivation
- Skills
- Resources
- Support
- Resilience
- Creativity

=EQUALS:

*...The same characteristics we see
in many of the people we are trying
to serve.*

Good Luck!