



Let's Get to Work!

Questions to Ask An Employment Provider

Values

- What is the mission of your employment services?
- How do you ensure that the discovery and job development process is person-centered?
- How do you take into consideration a job seeker's strengths, interests, skills, and abilities?
- How do you incorporate the job seeker and those who know him/her best in the process?
- How do you ensure through the process the values of an everyday life with typical opportunities like everyone else?

Quality of Service

- How many staff do you employ within your employment services?
- How would you describe the skills of the staff within your agency?
- Do you have a waiting list for services?
- From authorization, how long does it take for services to begin?
- Which public funding entities do you work with, such as OVR, ODP, Medicaid Waivers, Ticket to Work?
- Does your agency have expertise in a specific area of support?
- Are there specific situations where you are not equipped to support someone (for example, specific disability, behavior, or medical needs)?

Job Finding

- Throughout the process, what kind of job support can a job seeker expect?
- How long does it take staff to learn about the job seeker and then start the job development process?
- How do you start the job search process with a job seeker?
- How much flexibility can a job seeker expect regarding the best job match (for example, seeking full time/part time work, work hours, distance from home, etc.)?
- How will the agency provide support in determining transportation for work?
- Does the agency support the person in learning their route to work during actual work hours?
- How will the agency provide support in understanding how benefits will be impacted by employment?
- What are some examples of the variety of jobs you have customized?

Job Support

- How does the agency actively pursue the use of accommodations and assistive technology?
- How do you assure the job seeker will have needed support, even with staff turnover?
- How does the agency approach natural supports and fading at a job site?

Outcomes

- How many jobs has the agency found in the last year?
- How many people have been supported in finding jobs in the last year?
- What is the range of wages of people supported by your agency?
- What types of positions have people been supported in through your agency?
- What is your job retention rate for job placements?

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