



How to create a Family and Costumer Handbook

Family and Costumer Handbooks are an informative way for a Service Provider to share information about their organization and best practices of Supported Employment.

OVERVIEW

Start your handbook with an introduction to your organization. Share your mission statement for collaborating with families during the Supported Employment process.

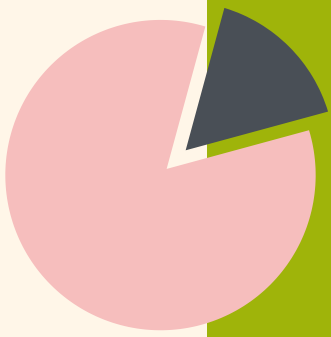


MAKE IT EASY

Go through the different phases of Supported Employment using easy to understand language.

Avoid jargon and acronyms!

*Give families the “Tip Sheet: Working with a Job Coach” below to help them understand their role..



COMMUNICATE

The handbook is a great way to share your organization’s expectations of the costumer and their family. Include ways that families can be involved in the Supported Employment process and pitfalls they can avoid (i.e. showing up at their child’s job for a visit).



SOLICIT FEEDBACK

Before disseminating your handbook, seek out feedback from previous consumers and their families. This can help to ensure your handbook contains the information families deem important.





Tips on Successful Family Collaboration

01

LISTEN

Families have meaningful information to share about their child. Listen and involve them in the creation of the job seeker profile.



02

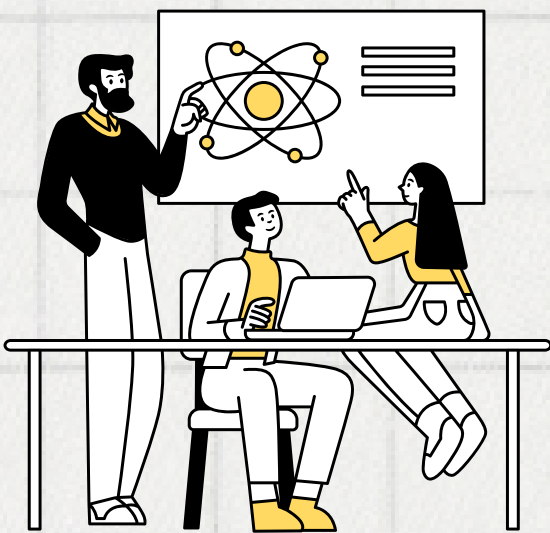
SHARE

Give information about your organization and an overview of Supported Employment. This helps families to understand the process of Competitive Integrated Employment.

03

CREATE TRUST

Set expectations early on and follow through on that commitment. If you tell a family you will call - call! This builds trust, which will lead to a positive relationship.



04

RAPPORT BUILDING

It's important to build rapport with your customer and this can extend to their family as well. This often starts with providing culturally appropriate services to each customer you serve.



FAMILY TIP SHEET

WORKING WITH A JOB COACH

SHARE MEANINGFUL INFORMATION

You have valuable information about your child to share with Supported Employment vendors! Job Coaches should be building a job seeker profile on your child so sharing your child's likes, dislikes, interests, hobbies, and strengths provides meaningful information.

COMMUNICATION PLAN

Consider setting up a communication plan with your Job Coach. Share the type of communication you prefer (face-to-face, text, email, phone call, etc.) and work with your Job Coach to decide on a reasonable communication frequency that fits with your expectations and the Job Coach's time constraints.

INDEPENDENCE

Expect your child to gain more independence and encourage this by giving them more responsibility at home and when out in the community. You will not be going to work with your child so building this independence is critical to their success in the workplace.

ONCE EMPLOYED

Once your child is working, the Job Coach is still the main point of contact with the employer. Avoid visiting your child's job site or calling the employer on their behalf.