



## What Can You Expect From Support Coordination in the Process of Employment...

- Cordiality and discussions that are thoughtful and civil
- Assistance to the Person and his/her caregiver on options that are available to them. This includes services, supports and resources
- Referral to employment services and supports
- Assurance that the Service Preference Packet and PUNS is up to date and aligns with the ISP outcomes
- Follow up with employment providers on behalf of the Person
- Connecting the Person with other employment related services and supports. These may include identifying transportation options, including SEPTA and assisting with transportation resources. Other services and supports may include Office of Vocational Rehabilitation (OVR) and options for assistive devices
- Phone calls returned in a timely manner, typically within 48 hours
- Explanation of what 'employment' may be. Part time employment, weekend employment, evening employment are all possibilities
- Assurance that the Individual Service Plan (ISP) contains outcomes that are clear and employment focused
- Responding to questions and getting back to the Person and Provider in a timely fashion
- Monitoring employment reports provided by the Community Employment Provider and meeting with the Person to assure continuity and satisfaction

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