

Questions to Ask an Employment Provider

Consider using this document to guide you in your conversations with an Employment Provider. Please note that there are many factors that impact the timeliness of services. Remember, everyone's experience is unique.

Values

- What's the most important thing for me to know about your agency?
- How will you make sure that the job search process is tailored to me/my needs?
- How will you learn about my skills, interests, and abilities?
- If I want to involve people who know me best, how will you include them in the process?

Quality of Service

- How many staff do you employ on your employment services team?
- Tell me about your staff; how long have they been doing this work?
- Do you have a waiting list for services?
- Do you work with the PA Office of Vocational Rehabilitation, the PA Office of Developmental Programs, Medicaid waivers, Ticket to Work or other funding sources?
- What industries does your agency have experience with (healthcare, retail, office, etc.)?
- If I need accommodations on the job, how will you support me?

Job Search

- How will you start the job search process with me?
- How will you help me find the job that best fits my life?
- How will you help me figure out my commute?
 - Will you teach me how to get to work and back?
 - Will you teach me what to do if my route isn't available?
- How will you help me understand how my benefits (Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI)) may be impacted?
 - Who will help me understand my benefits and are they certified?
- What are other interesting or creative jobs you've filled?
- What kind of support can I expect during job development and on-the-job from you?
- How will you help me if I need special equipment to be more independent on the job? (i.e. a computer program, keyboard, picture books, color-coded system, etc.)
- How long will a job coach support me at work?

Outcomes

- How many individuals have you supported in finding jobs in the last year?
- How many jobs has the agency found in the last year?
- What is the average wage of individuals supported by your agency?
- For the individuals you support, how long do they stay at their jobs?
- How do you help those you support to move forward in their careers?

For more information,
visit philaonthejob.org.

