



2019 Employment and Vocational Services Leadership Conference

— Employment Success Stories & —
Lessons Learned

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Our Mission

A family governed organization committed to finding ways for people with intellectual and other developmental disabilities to build full lives as defined by each person and supported by dedicated families, staff and community partners



Our Values

Each member of the organization is committed to promoting a culture that embraces:

Passion: Committing wholeheartedly to the mission of the agency

Respect: Responding to all members of the AHRC community with courtesy, kindness, and open and honest communication

Integrity: Making decisions based on fairness, honesty, morality, and ethical principles

Diversity: Respecting and appreciating the differences found among the individuals we serve, their families, and our colleagues

Excellence: Providing an environment in which distinction and merit are affirmed, celebrated, and enhanced

Vision Statement

We provide rewarding employment for all individuals in our programs leading to long-term success, personal satisfaction, and economic self-sufficiency

AHRC NYC Employment & Business Services

- Supported Employment/Internship Options
 - Blended Services
 - Careers in Environmental Services-Workforce Innovation and Opportunity Act/NYC Department of Youth & Community Development
 - School-to-Work Programs-Project SEARCH
 - Social Enterprises-Hudson River Services
 - Direct Placement
 - Technology Services
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Organizational Structure

- 5 bases of operation throughout New York City
 - Assessment Staff
 - Marketing Staff
 - Training Staff
 - Management Staff
 - Support Staff-Data/Billing
 - Direct Labor
 - Compliance
 - Administration
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Demographics

Average age-30

Average hourly wage-\$18.00

70% Males

Average hours worked weekly-
25 hours

30% Females

Average weekly salary-\$450.00

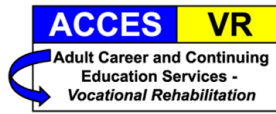
Total Supported-2,100 Annually

Valued Outcomes

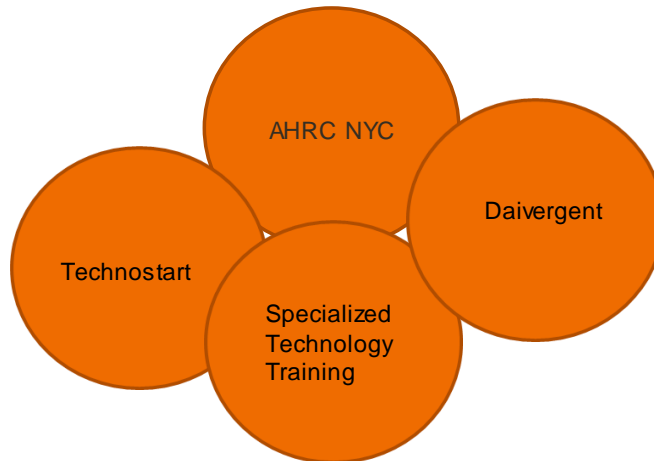
- Obtaining Quality Jobs in the Community
 - Obtaining High Quality Janitorial/Food Service Training
 - Maintaining Employment
 - Integration in the Community
 - Career Development
 - Progress Toward Self-Sufficiency
 - Increased Self-Esteem
 - Increased Recognition of Individuals' Contributions in the Community
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- Business-led/total immersion in the business
- Strong partnerships and collaboration
- Teaches competitive, marketable, transferable employment skills
- Goal: Competitive employment



Technology-Focused Training/Job Placement



Our Social Enterprises: Finding Ability & Excellence in People with Disabilities

Jobs in different field and areas of the community

A Full Service Janitorial Company

- Learning transferable skills while earning good wages
- Opportunity for growth
- Approx. 500 individuals working at over 200 sites

Hudson River Services

Staffing Services

Direct Placement and Supported Competitive Employment

- Average Jobs Include:
- Retail/Service Industries
 - Part-time; minimum wage and higher
 - Subject to market conditions
 - Good entry level positions
 - Ongoing support

A Secure Document Destruction Company

- Opportunity to employ individuals with significant disabilities
- Opportunities for individuals to earn above minimum wage
- Currently employs over 20 individuals

SHREDability



Jobs, Jobs, Jobs For People with All Abilities & Interests!



An Individualized Approach to Employment

We offer a variety of career choices and customized supports. The goal is to help individuals to become more independent and productive as they work in inclusive environments, make friends, and have natural supports!



CORE BUSINESS SERVICES

Line of Business	Description	Customers Include	#Employed
Janitorial Services	Provide high quality janitorial services including hospital, office, and warehouse cleaning-from post-construction cleanup to daily maintenance	<ul style="list-style-type: none"> Staten Island Ferry FDNY Federal Bankruptcy Court NYC Transit Dept of Transportation Human Resources Administration 	560
Landscaping Services	Complete landscaping for commercial & residential customers, including pruning, spring & fall cleanup, and more	<ul style="list-style-type: none"> FDNY MTA Bus Depots DMNA Armory-Staten Island Taxi & Limousine Commission 	38
SHREDAbility	Secure, off-site document destruction -NAID Certified. Cleanup before and after moving, shredding services consultation, community cleanup events	<ul style="list-style-type: none"> Federal Government Human Resources Administration Board of Elections Brooklyn Hospital SI University Hospital 	24
Copying Services	Mass copy services to prepare documentation for trails, commercial copying, and more	<ul style="list-style-type: none"> Federal Bankruptcy Court 	7
Messenger Services	Foot messenger services across New York City delivering sensitive mail to various establishments	<ul style="list-style-type: none"> Human Resources Administration NYC Health + Hospitals Medicaid 	36
Snow Removal	Snow removal services for commercial customers including public parking lots and sidewalks-plowing, ice removal, and more.	<ul style="list-style-type: none"> Office for People with Disabilities NYC Office for Children' Services Dept of Transportation 	70

Why Hudson River Services?

- \$19.50/hour average wage
- Pension
- Health Insurance
- Paid Time Off
- Structured routines and schedules
- Variety of career choices

AHRC NYC Supported Employment

- Established in the Bronx in 1986
 - Strong growth from establishment to the present day
 - Diversity-Strength-Opportunity
 - Creative Use of Available Funding Sources
 - Focus on Careers
 - Prepare for Work
 - Obtaining Jobs
 - Support On and Off the Job
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How We Made The Current Model Work

- Very concerned in 2015 as we rolled the model out
 - Evaluated our existing model and made changes
 - Staffing-Increased job coach hours to 40 hours per week and limited the number of non-billable/supervisory positions
 - Established and tracked Staff Productivity Standards
 - Improved Focus on Discovery and Person-Centered Focus
 - Expanded Enrollment Efforts
 - Tracked Outcomes
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Meet Albert-Employed at SHREDAbility-Customized Approach



- Blended program - DH/PV/SEMP
- Was 27 years old when he got his first ever job @ SHREDAbility and works there till today- a core team member
- 2013 NYSID Joslin Awards Winner for AHRC NYC

Etsy-Brooklyn

- Unique model-some AHRC NYC workers work as part of our contract, some have been hired directly
- Management works closely with us to carve customized job roles
- Currently, 20 AHRC NYC workers are employed at Etsy
- AHRC NYC workers are greatly involved in preparing for the company's communal lunches
- Etsy also utilizes Hudson River Services and SHREDAbility
- Creative program expansion upstate to Hudson, NY



Salesforce

- Collaboration started upon opening of Salesforce Tower NYC in December 2017
- Salesforce took an active interest in AHRC NYC workers and created a specialized employee handbook tailored to them and their duties
- Management collaborated with us to build a tablet-based task management app
- Currently, 21 AHRC NYC workers are employed at Salesforce
- Company has asked AHRC NYC to consult with their offices throughout the U.S. on supported employment programs & staffing solutions



Challenges & Landscape of Services in the Future

- Workforce issues (turnover, training, etc.)
- Funding-Managed Care
- NYC economy (minimum wage, priority sectors)
- Automatization of entry level jobs
- Need for creative approach and advanced training

Opportunities

- Strong Economy
 - Employment-First Focus
 - People want to work
 - Blended Services
 - Creative ways to use funding
 - Work Directly with Businesses
 - Collaborate-Schools, Businesses, Foundations, CRP
 - Business Development & Careful Planning
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Lessons Learned

- Relentless Approach-Focus on Jobs
- Build a Strong Team
- Be Flexible-Don't lock in on a single approach
- Try different approaches in funding & collaboration
- Think BIG & DIVERSE = More Referrals, Jobs, & Success
- Take Risks
- Blend Your Funding
- Work With Businesses and Be Responsive