Providing Employment Services in a Virtual World

Robert Statham, BA, CESP - Training & Technical Assistance Facilitator
Len Statham, MS, CPRP - Chief Operating Officer
Robert Statham

- Experienced in fields of Mental Health Recovery, Supported Employment, and Successful Engagement Practices.
- Worked in the OPWDD field as a Training & Organizational Development Specialist
- Recipient of Rochester Area Employment Network Job Developer of the Year
- Experience working in the fields of Paralegal Services, Hotel/Motel Management, Volunteer Coordination, and Recruitment
- Earned Bachelors degree in Community & Human Services
- Former Boy Band member
Len Statham

Len Statham is the COO with the New York Association of Psychiatric Rehabilitation Services. He has worked with people with mental health and substance use issues for more than 20 years, promoting recovery focused services and service provision. Combining his clinical and vocational background, Mr. Statham provides training and technical assistance about employment services and the capabilities of people with behavioral health issues to providers and people in recovery, across New York State and nationally.

He has helped facilitate the adoption of the Individual Placement and Support (IPS) model of supported employment statewide in Utah, New Jersey, Wisconsin, and Colorado. Mr. Statham also works at a national level on SAMHSA’s Bringing Recovery Supports to Scale Technical Assistance Center Strategy (BRSS-TACS) initiatives as well as with Boston University’s Center for Psychiatric Rehabilitation. Additionally, Len has previously provided training for the National Development & Research Institutes Addiction Technology Transfer Center (ATTC) for projects in New York and New Jersey.
LM SW, LC SW, LM HC, C PRP
APPROXIMATELY 30-DAY PROCESSING
NYAPRS is a change agent dedicated to improving services, public policies and social conditions for people with mental health, substance use and trauma-related challenges, by promoting health, wellness and recovery, with full community inclusion, so that all may achieve maximum potential in communities of choice.

“Partners in Recovery”

Advocate, Educate, Demonstrate & Innovate
Learning objectives

1. Participants will gain an understanding of the different landscape in which we now provide employment services.
2. Participants will learn how relationships matter even more in the virtual remote world.
3. Participants will identify ways we can assist people remotely.
4. Participants will be provided the present state of the economic realities as it relates to opportunities for participants in the job market.
Acknowledge the Change (and everything with it)

- It happened so fast
- We are all learning
- Give yourself a break
- Things will be different
- Hold on to what you can control
- Help somebody
- Be open to change
- Practice self care
Employment Now!

- Now is the time to introduce employment
- Change happens when we become uncomfortable
- Teaching & recognizing resiliency
- Joining the workforce with support

"I know exactly how you feel."
THEN
Face to Face meetings
Employment Concerns
Stability
No use of Technology
Great Economy
Safety Concerns
Scheduled Time
Onsite Coaching

NOW
Phone/Video meetings
Virus/Life Concerns
Managing Change
Use of Technology
Uncertain Economy
Health Concerns
Empty Time
Virtual Coaching
Changing Your Mindset

**GROWTH MINDSET**

- "Failure is an opportunity to grow"
- "I can learn to do anything I want"
- "Challenges help me to grow"
- "My effort and attitude determine my abilities"
- "Feedback is constructive"
- "I am inspired by the success of others"
- "I like to try new things"

**FIXED MINDSET**

- "Failure is the limit of my abilities"
- "I'm either good at it or I'm not"
- "My abilities are unchanging"
- "I don't like to be challenged"
- "I can either do it, or I can't"
- "My potential is predetermined"
- "When I'm frustrated, I give up"
- "Feedback and criticism are personal"
- "I stick to what I know"
Change Your Mind(set)

- Don't think of STRESS as
  - a threat
  - a demoralizer
  - pressure
  - overwhelming
  - debilitating
- Don't focus on problems
- Don't fight stress

+ Do think of STRESS as
  - a challenge
  - a motivator
  - an opportunity
  - manageable
  - energizing
+ Do focus on possibilities
+ Do embrace stress
COMMUNICATION IS KEY!

Let’s eat Grandma!

Let’s eat, Grandma!
Building Remote Relationships

- Communication Method- Phone, email or web
- Help the person become comfortable with the technology
- Be accessible
- Connect with your shared experience
- Socialize & Engage
- Constantly Communicate/Over Communicate
• Have a plan for the meeting
• Build in expectations
• Give the person your full attention
• Get something done
• Celebrate successes and milestones
• Summarize the meeting and next steps
How Can We Help?

- Involve the person in the process
- Get connected to the hidden job market
- Utilizing and skill building through available resources
  - Onetonline.org
  - Career Zone
  - Job Zone
  - LinkedIn
  - HelpOneBillion.com
  - Flexjobs.com/VirtualVocations.com
How Can We Help?

• Have conversations to assist in identifying strengths, talents, and skill sets
• Assist individuals sign up for earned benefits – Unemployment Insurance
• Practice phone etiquette and conversational skills for potential phone screens with employers
• Connect people to resources in the community
• Increase participants' knowledge and comfort in video/virtual interaction with recruiters
How Can We Help?

• Re-Tool the tools
• Re-Coaching
• Get to know the person
• Offer hope and encouragement
Keep searching for employment
Anticipate delays in the hiring process
Build relationships with employers
Online-remote work
Self-employment/Platforms for Work
What Can We Expect?
NYAPRS Employment Series Trainings!

- Creating a Culture of Employment & Economic Self Sufficiency
- Debunking Benefit Myths: Your Way Back to Employment
- Using Social Capital to Improve Employment Outcomes
- Creative Solutions to Overcoming Employment Barriers
- Engagement Strategies for PROS: How to Build Your SSD and ORS Services
- Exploring Non-Traditional Employment Options

We Can Train Your Staff
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EVALUATION FORM
LMSW, LC SW, LMHC, CPRP
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