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| Texas Workforce Solutions logo | **Texas Workforce Commission****Vocational Rehabilitation Services****Supported Employment Job Development and Job Analysis Report**  |
| **Customer Name:** Marsha Wood | **Case ID:** 123456 |
| **Job Development Activities**   |
| **Which items were created for or with the customer?** |
| [ ]  Portfolio  | [x]  Resume | [x]  Job Applications | [x]  Employment Data Sheet |
| [ ]  Cover letters | [ ]  Introduction letters |  [x]  Reference sheets |  [x]  Other, describe:       |
| **Describe job search activities completed to secure employment for the customer:** Followup with work observation site HEB Bloom and Lowes to see what postions they had open related to floral design and gardening. Both had open positions. Also met with 2 local floralists and searched for openings via internet searches.  |
| **Describe preparation for job interviews and how the customer performed in interviews:** Completed application for Marsha with Marsha at my side to assist with the responses to the application questions. Uploaded supporting documentation such as resume, references and letters. |
| **Describe the assistance provided related to onboarding with employer:** Assisted Marsha with completing W-4, I-9, tax withholding form, direct deposit, registering with the HEB employee site and filling out an emergency contact form and signing acknowledgment forms. Attended the on boarding orientation with Marsha to explain the content of forms she was required to sign. Also watch required videos and ensured that Marsha had a basic understanding of the content covered. Reviewed the Employee Handbook with Marsha. Explain the dress code, badge requirements, attendance, and clocking in/out procedures. Demonstrated to Marsha how to locate her work schedule using the HEB app. She will require ongoing assistance to master retrieving her hours and clocking in/out of her shifts. |
| **How were work accommodations, job responsibilities and work preferences discussed with the employer?**Discussed with the manager of the HEB Blooms that it would be benefical for Marsha to have routine job tasks, to be able to use applications on her I phone to provide cues to remember job task and that job aids would most likely be required with Marsha when she is learning new task. Also discussed that Marsha's response well to positive reinforcements and support of coworkers.  |
| **Job Analysis**   |
| **Date(s) Job Analysis completed:** 4/10/22 |
| **Description of the Job**   |
| **Employer:** HEB Blooms - 2800 East Whitestone, Cedar Park 78613 |
| **Customer’s job title:** Perishables Rep - Floral |
| **Is there a job description for the customer’s position?**[x]  Yes [ ]  No [x]  Attached**If no job description is attached, please describe the job briefly:** Susan the manager stated that Marsha routine tasks will include grooming the flowers, stocking within the department, arranging standard fresh flower bouquets and cleaning within the department. Future opportunities could include boutonnieres, corsages and special event preparations. Susan said that no lifting over 25 pounds is required. Also see the position description, attached.  |
| **Essential Work Tasks & Responsibilities** (performed regularly and routinely)   |
|  1. grooming flowers | 2. stocking |  3. arranging bouquets |
|  4. cleaning in department | 5.        |  6.       |
|  7.       | 8.       |  9.       |
| 10.       |  11.      | 12.       |
| **Episodic Work Tasks & Responsibilities** (performed irregularly or infrequently)   |
| 1. boutonnieres
 | 1.
 | 1.
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| 1.
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| **Demands or Requirements of Job**   |
| **Work site accessibility (e.g., parking spaces, ramps, door, restroom, elevator, etc.)**: HEB has electric doors, flat floors, and accessible bathrooms |
| **Physical demands (e.g., requirements for endurance, lifting/carrying, movement,****sitting, standing, walking, etc.):** some shifts can be up to 6 hours, lifting 20lbs, carries items when stocking, uses sharp tools to prepare arrangements |
| **Environmental demands (e.g., noise, climate, temperature, lighting, odors, etc.):**Normal steady noise as seen in most grocery stores, air conditioned and heated, standard lighting, pollen from plants/flowers |
| **Demands of work pace:** Steady pace of constantly working |
| **Social interactions at the worksite (e.g., interactions with coworkers/customers/supervisor, teamwork,****inclusion in activities):** interacts with co-workers and customers routinely |
| **Supervision (e.g., who customer reports to, how closely monitored):** Will work with other co-workers as scheduled, currently only 5 employees in the department |
| **Structure and predictability of work schedules and tasks (e.g., predictable or unpredictable):** Manager stated that she will try to set a predictable schedule for Marsha with hours in the afternoon. Manager noted that Marsha in classes at ACC and ARCIL.  |
| **Employer’s Training and Support Available to Employees**   |
| **Describe the employer’s orientation:**HEB Blooms has a video orientation on the basic floral department processes and procedures. Manager stated that other co-workers would be scheduled at the same time as Marsha, Manager agreed that Job Skills Trainer could be onsite to assist with teaching Marsha the basic requirements of her position. |
| **Describe training and supports provided by employer:** Employer trains at first by video then uses peers to reinforce material taught via videos. |
| **Describe any accommodations formally on file with employer for the customer:** Discussed process with Manager on how note Marsha learning preferences and possible support needs. She referred me to the HR manager, who requested a letter for Marsha's file outlining any special needs. See attached letter. |
| **Describe any consultation with the employer related to the customer’s job training and support needs:** Manager agreed that a job skills trainer can be onsite to reinforce the process and procedures related to job performance. |
| **Customer’s Response to the Job**   |
| **Describe the customer’s motivation related to the job:** Marsha is very excited about the position |
| **Describe the customer and their support system’s satisfaction, worries or concerns related to the job:** Marsha's grandmother stated that she thinks the job will be a good match. She is concerned that Marsha may not be able to identify her work schedule. Marsha's grandmother hopeful that long term Job Coaching will be available via Marsha's HCS wavier. |
| **Training and Supports Recommended by Supported Employment Provider**   |
| **Recommended Instructional Strategies**   |
| [x]  **Direct Verbal Cue**: Directions that provide exact, specific instruction which are spoken to the customer. [ ]  **Gestures**: Physical movements used to encourage the start, continuation, or end of an action.[x]  **Indirect Verbal Cue**:A spoken suggestion that cues the customer to perform a task and can include questions (Example – "What is the next step?"). [x]  **Modeling**:Demonstrating a task or task sequence to a customer.[x]  **Natural Supports**:Using existing work strategies that can involve assistance from people (co-workers, supervisors, etc.), procedures, customs, tools, and other benefits. [x]  **Pictures/Written Instructions**: Any writing or graphic used to provide reminders of steps or sequences.[ ]  **Prime**: Hand-over-hand physical assistance to help complete a task.[ ]  **Prompt**: Brief or intermittent physical assistance to cue or guide the completion of an action. [x]  **Shadow**: Following or observing the customer to identify instruction needs. [x]  **Systematic Instruction**: Using a task process or step-by-step list to establish a work routine.[x]  **Visual Cue**: Changing or modifying the appearance of work equipment by labeling, coloring, tagging, or numbering.[x]  **Other Strategy, describe**: Use of phone applications to record processes for future viewing and cueing. |
| **Tools, Technology and Materials**   |
| **Describe the tools, technology and materials recommended to train the customer:** Pictures, verbal explainations and Iphone apps |
| **REMEMBER TO COMPLETE THE TRAINING PLAN on the:** VR1634, Supported Employment Training Plan and Job Retention Report   |
| **SE Specialist completing the Job Development and Job Analysis Report**  |
| **Typed Name:** Mary Poppins | **Date:** 4/10/22 |