

Supported Employment for Adults with Intellectual Disabilities: Social and Economic Outcomes

A Review of the Literature

Prepared by the Center for Inclusion and Citizenship

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Preface

This summary was prepared by the *Center for Inclusion and Citizenship* and involved a literature search using electronic academic databases (ie. EBSCOhost, Social Service Abstracts) and google scholar. The following search terms were used: “developmental disabilit*”, “intellectual disabilit*”, “learning disabilit*”, “supported employment”, “open employment”, “supported employees”, “vocational rehabilitation”, “employment supports”, and “employment programs”. The authors included literature from Canada, The United States, Europe, Australia, and New Zealand.

This summary includes thematically grouped literature, and a chart that evaluates the relevance and quality of the findings. The purpose of this summary is to provide an overview of the literature to date on the social and economic outcomes of supported employment for adults with intellectual disabilities. A more detailed report will follow at a later date. The academic literature, selected program initiatives on supported employment, and policy reports on supported employment have been explored in this document. It should be noted that the research on policy and program initiatives is in the preliminary phase. Therefore, the information contained in the summary on these topics is meant to highlight examples of supported employment initiatives and reports, and is not meant to be exhaustive.

Social Outcomes of Supported Employment for Adults with Intellectual Disabilities

Flores, N., Jenaro, C., Orgaz, B.M., & Martín, M. (2011). Understanding quality of working life of workers with intellectual disabilities. *Journal of Applied Research in Intellectual Disabilities*, 24 (2), 133-141.

This paper examines the perceived quality of working life of workers with intellectual disabilities. Specifically, this paper looks at participants' perceptions in relation to perceived job demands and resources and their impact on experienced job satisfaction. In this cross-sectional survey, 507 workers with intellectual disabilities, employed in either sheltered workshops or supported employment, completed questionnaires on the quality of working life through semi-structured interviews. Regression analyses showed that perceived low job demands and elevated social support from coworkers and supervisors predicted higher quality of working life. Common organizational psychology measures can be successfully used with this population to assess quality of working life. This study confirms the multidimensional nature of quality of working life, and the impact of job demands and available resources on perceived satisfaction with job for workers with intellectual disabilities. Although this article focuses on factors in the workplace that either contribute or impede quality of life for individuals with intellectual disabilities, it recognizes that meaningful employment increases social status, social inclusion, and quality of life.

Forrester-Jones, R., Jones, S., Heason, S., & DiTerlizzi, M. (2004). Supported employment: A route to social networks. *Journal of Applied Research in Intellectual Disabilities*, 17, 199-208.

Evidence suggests that social networks mediate social functioning, self-esteem, mental health and quality of life. This paper presents findings concerning changes in the social lives, skills, behaviors, and life experiences of a group of people with intellectual disabilities who gained support from an employment agency to find paid work.

Jahoda, A., Kemp, J., Riddell, S., & Banks, P. (2008). Feelings about work: A review of the socio-emotional impact of supported employment on people with intellectual disabilities. *Journal of Applied Research in Intellectual Disabilities*, 21, 1-18.

Work is an aspiration for many people with intellectual disability and is regarded as a vital goal by policy-makers in pursuit of social inclusion. The aim of this study was to consider the impact of supported employment on the socio-emotional well-being of people with intellectual disabilities. Method A systematic search was conducted. The review included case-controlled

and longitudinal studies measuring outcomes for: quality of life, social life and autonomy. While results for quality of life, well-being and autonomy were largely positive, there was a lack of perceived social acceptance. The findings are interpreted in the light of methodological strengths and weaknesses. Implications for the socio-emotional support required by some individuals in employment, and directions for future research are also discussed.

Jahoda, A., Banks, P., Dagnan, D., Kemp, J., Ken, W., & Williams, V. (2009). Starting a new job: The social and emotional experience of people with intellectual disabilities.

Employment is viewed by policy makers as both a human right and as a means of changing the marginalized status of people with intellectual disabilities, with important social and emotional benefits. However, there has been little longitudinal research examining the experience of people with intellectual disabilities in the workplace. Thirty-five individuals with mild to borderline intellectual disabilities participated in this study. They were recruited from supported employment agencies in Scotland. A longitudinal approach was adopted, with the participants being interviewed around the time of starting their jobs, and again 9–12 months later. The content analyses of the semi-structured interviews indicated that the participants perceived continuing benefits from entering mainstream employment, including more purposeful lives and increased social status. However, over the follow-up period the participants reported few social opportunities that extended beyond the workplace, and an anxiety about their competence to meet employers' demands remained a concern for some. Conclusions: The discussion addresses the importance of understanding work in relation to the participants' wider lives, along with the longer-term role for supported employment agencies to help people achieve their social and emotional goals in a vocational context.

Kober, R., & Eggleton, I.R.C. (2005). The effects of different types of employment on quality of life. *Journal of Intellectual Disability Research*, 49 (10), 756-760.

Despite research that has investigated whether the financial benefits of open employment exceed the costs, there has been scant research as to the effect sheltered and open employment have upon the quality of life of participants. The importance of this research is threefold: it investigates outcomes explicitly in terms of quality of life; the sample size is comparatively large; and it uses an established and validated questionnaire.

Verdugo, M.A., de Umes, F.B., Jenaro, C., Caballo, C., & Crespo, M. (2006). Quality of life of workers with an intellectual disability in supported employment. *Journal of Applied Research in Intellectual Disabilities*, 19, 309-316.

This study investigates what characteristics of supported employment increase quality of life and whether quality of life is higher in supported employment workers or the sheltered ones in Spain. Typicalness, the degree to which the characteristics of a job are the same as those of co-

workers without a disability in the same company, was considered as one of the supported employment characteristics in the analysis. Two groups were put together to obtain the data using two questionnaires that were administered by trained professionals. Results No differences were found between the two groups regarding quality of life but results indicate that in supported employment, high levels of typicalness are associated with a higher quality of life and that the handling of certain characteristics of support and the job are related to the enhancement of quality of life of the workers. Workers in supported employment show the same quality of life as those in sheltered employment centers. In Spain, the greater the typicalness of the employment, the higher the quality of life. The implications of this for the amount of direct external support for workers with disability is that such support should be used only when absolutely necessary – the minimum support necessary to encourage development.

Economic Outcomes of Supported Employment for Adults with Intellectual Disabilities

Cost and Benefits of Supported Employment

Cimera, R. (2008). Cost trends of supported employment versus sheltered employment. *Journal of Vocational Rehabilitation*, 28, 15-29.

This study investigated the cost-trends of supported and sheltered employees with mental retardation as they completed one "employment cycle" (i.e., from the point they entered their programs to the point when they changed their jobs, left their program, or otherwise stopped receiving services). Data indicate that the cumulative costs generated by supported employees are much lower than the cumulative costs generated by sheltered employees (\$6,618 versus \$19,388). Further the cost-trend of supported employees was downward while the cost-trend of sheltered employees was slightly upward, indicating that the costs of supported employment decline over time while those of sheltered workshops increase.

Cimera, R. (2009). The monetary benefits & costs of hiring supported employees: A pilot study. *Journal of Vocational Rehabilitation*, 30, 111-119.

This paper illustrates the implementation of a new cost-accounting methodology that can be used to measure the monetary outcomes of supported employment from the perspective of employers. The methodology attempts to ascertain which "type" of employee (i.e., workers with disabilities versus workers without disabilities) is most economical for employers to hire. Avenues for future research are also presented.

Cimera, R. (2009). The national costs of supported employment to vocational rehabilitation: 2002 to 2006. *Journal of Vocational Rehabilitation*, 30, 1-9.

This study investigated the costs accrued by all supported employees funded by Vocational Rehabilitation from 2002 to 2006 throughout the entire United States and its territories. Costs were examined in relation to the number of hours supported employees worked, and total wages that they earned, per week. The impact of disability, presence of secondary disabilities, the supported employee's level of education and employment history were also examined.

Cimera, R. (2009) Supported employment's cost efficiency to tax payers: 2002-2007. *Research and Practice for Persons with Severe Disabilities*, 34(2), 13-20.

This study explored the cost-efficiency of all 231,204 supported employees funded by vocational rehabilitation throughout the entire United States from 2002 to 2007. Results found that

supported employees returned an average monthly net benefit to taxpayers of \$251.34 (i.e., an annual net benefit of \$3,016.08 per supported employee) and generated a benefit-cost ratio of 1.46. Further, economic returns of supported employees were investigated across nine disabling conditions. Even individuals with the least cost-efficient disability (i.e., traumatic brain injuries) returned to taxpayers a monthly net benefit of \$111.62. Finally, this study determined that supported employees with multiple conditions were as cost-efficient as individuals with only one disability (i.e., benefit-cost ratios of 1.49 versus 1.46, respectively).

Farris B., & Stancliffe R. (2001). The co-worker training model: outcomes of an open employment pilot project. *Journal of Intellectual & Developmental Disability*, 26, 145–161.

This pilot study evaluated the viability of trained co-workers providing direct job training and support to employees with a disability in open employment. Selected staff from 11 KFC restaurants attended a 2 day co-worker training course. Following training they placed a modestly but significantly higher value on persons with a disability in the workplace than previously. Subsequently, an individual with a disability was employed in each of 10 KFC restaurants and received job training and support from a co-worker trainer. Employment outcomes for consumers with co-worker support were as good as for a comparison group who worked in similar jobs at KFC restaurants with job coach support. Comparison group members received substantially more support hours from job coaches. Consumers with co-worker support experienced high levels of involvement with co-workers. The co-worker training model may provide a viable, cost-effective alternative to the traditional place and train model.

Shearn J., Beyer S. & Felce D. (2000). The cost-effectiveness of supported employment for people with severe intellectual disabilities and high support needs: a pilot study. *Journal of Applied Research in Intellectual Disabilities* 13, 29–37.

The costs and outcomes of supporting seven people with severe intellectual disabilities and high support needs in part-time employment were compared with those of a Special Needs Unit of a day centre, both within-subject and against an equal-sized comparison group. The income of those employed was described. Direct observation of the employment activities and representative Special Needs Unit activities were undertaken to assess participant engagement in activity and receipt of assistance, social contact in general and social contact from people other than paid staff. Costs of providing service support were calculated taking account of staff: service user ratios, staff identities and wage rates and service-administrative and management overheads. Employment was associated with greater receipt of assistance, higher task-related engagement in activity and more social contact from people other than paid staff. SNU activities were associated with greater receipt of social contact. Supporting people in employment was more expensive than in the Special Needs Unit. Cost-effectiveness ratios of producing assistance and engagement in activities were equivalent across the comparative

contexts. The Special Needs Unit was more cost-effective in producing social involvement; employment in producing social contact from people other than paid staff.

Tuckerman, P., Smith, R., & Borland, J. (1999). The relative cost of employment for people with a significant intellectual experience: The Australia experience. *Journal of Vocational Rehabilitation*, 13, 109-116.

In Australia, adults with a moderate to severe intellectual disability receive a Commonwealth Government Disability Support Pension and may enter Commonwealth Government funded employment programs or State Government funded community activity programs. This paper compares the cost to government of Jobsupport (an open employment program) and the available alternatives. Background data about Jobsupport, including satisfaction surveys of employers and people with disabilities supported by Jobsupport, is included. Comparisons with other options show Jobsupport to be a cost effective option for government and almost revenue neutral per client for the Commonwealth Government compared to the pension after 12 months. This result has been relatively robust over time; as government funding has increased and the program has grown in size, cost per client has remained steady in real terms. In evaluating the cost of the Jobsupport program, displacement effects have proved to be less important than had been previously believed and smaller for Jobsupport than in general labor market programs. Even when displacement differences are included, there are significant savings, including reductions in pension payments, from programs such as Jobsupport. When these savings are considered, a Jobsupport open employment program is much less expensive than State-funded Post School Options activity programs.

Verdugo, M.A., Martin,-Ingelmo, R., Jordan de Urries, F.B., Vincent, C., & Sanchez, M.C. (2009). Impact on quality of life and self-determination of a national program for increasing supported employment in Europe. *Journal of Vocational Rehabilitation*, 31, 55-64.

Supported employment in many European countries is spreading somewhat slowly, with specific nationwide programs being required to enable significant progress in integrating people with disabilities and other limitations into the ordinary labor market. This article describes the Caja Madrid SE Program, deployed throughout every province in Spain, for people with disabilities and people who experience social exclusion. We set out the characteristics of the program, the profile of those taking part, and the results achieved in terms of employment between 2005 and 2007. Finally, we include the results of the research related to the participants' quality of life and self-determination.

Economic Impact on Adults with Intellectual Disabilities

Boeltzig, H., Timmons, J., & Butterworth, J. (2009). Gender differences in employment outcomes of individuals with developmental disabilities. *Journal of Vocational Rehabilitation*, 31, 29-38.

The paper presents employment outcomes of men and women with developmental disabilities who recently entered individual employment with the support of a community rehabilitation provider. The findings are based on an analysis of the National Survey of Community Rehabilitation Providers, Individual Employment Outcomes Survey, conducted between 2004 and 2005 by the Institute for Community Inclusion at the University of Massachusetts in Boston. Survey results show that while men and women with developmental disabilities are earning meaningful wages, women with developmental disabilities are working fewer hours in lower-wage jobs and earn less money, although only the latter was found to be statistically significant. Significant gender differences were found, however, with respect to the types of jobs men and women with developmental disabilities held in individual employment. Overall, outcome findings suggest consistency with previous research. The paper concludes with a discussion of the implications of these findings and provides directions for future research.

Schur, L. (2002). The job makes a difference: The effects of employment among people with disabilities. *Journal of Economic Issues*, 36 (2), 339-348.

A 12-month study of UK supported employment providers found that 77 (54.6%) of the participants in the study remained unemployed, 32 (22.7%) got jobs and 32 (22.7%) retained the jobs they held at the outset. Aims: To explore the impact of moving into employment on service use, earnings, benefits and tax allowances claimed. Methods: Service use and frequency were measured at baseline and 12 months. Comparisons paid particular attention to the differences between people entering work and those who remained unemployed. Costs were analyzed from a government perspective (excluding earnings) and a societal perspective (excluding welfare benefits and taxes). People who entered work reduced their consumption of mental health services. However, use of supported employment increased, in contrast to falling use by people who remained unemployed and those who had been working for more than one year. The increase in earnings for those entering work was not offset by a similar reduction in benefits. Conclusion: This indicates that mental health services may make savings as a result of their clients engaging in paid work. It raises questions about the optimal nature and organization of employment support for this service user group.

Supported Employment Programs & Initiatives

Association for Persons in Supported Employment

www.disabled-world.com

APSE is a growing national non-profit membership organization, founded in 1988 as the Association for Persons in Supported Employment, now known as APSE. APSE is a national organization with an exclusive focus on integrated employment and career advancement opportunities for individuals with disabilities. APSE has chapters in 35 states and the District of Columbia.

British Association for Supported Employment

www.base-uk.org

The British Association for Supported Employment is the national trade association representing hundreds of agencies involved in securing employment for people with disabilities. The association aims to raise awareness of supported employment, represent the sector on a collective basis, inform members, and encourage best practice. BASE facilitates regional member networks and supports providers and employers by being a hub of information and good practice.

Canadian Association for Supported Employees

www.supportedemployment.ca

Established in 1999, CASE was initially an informal network of service providers and concerned citizens who were concerned about the full participation of persons with disabilities in the Canadian labour force. CASE became incorporated in 2003 to reinforce supported employment initiatives throughout Canada. The Canadian Association for Supported Employment is a national association of community-based service providers and stakeholders who are active and invested in Employment for Persons with disabilities. This association strives to promote full citizenship and personal capacity for persons with disabilities through the facilitation of increased labour market participation and outcomes. Through such workforce participation, CASE also promotes social inclusion for Canadians with disabilities.

European Union of Supported Employment

www.euse.org

The European Union of Supported Employment (EUSE) was established in 1993 to facilitate the development of Supported Employment throughout Europe. Supported Employment assists people with significant disabilities (physical, intellectual, psychiatric, sensory and hidden) to access real employment opportunities, of their own choice, in an integrated setting with appropriate ongoing support to become economically and socially active in their own communities.

EUSE works to achieve this through the promotion of the Supported Employment model, the exchange of information and knowledge on good practice in Supported Employment and the development of model services. EUSE provides a platform for networking with other organizations and associations at European and worldwide level.

Reports

Department of Education, Employment, and Workplace Relations. (2008). *The future of disability employment services in Australia*. Australia: Author.

European Union of Supported Employment.(2009). *Supported employment for key policy makers*. Scotland: Author.

Kaplan, G, Hasiuk, E., & Martens, C. (2001). The Manitoba supported employment infrastructure review. Winnipeg: Kaplan & Associates.

O'Bryan, A., Simons, K., Beyer, S., & Grove, B. (2000). *A framework for supported employment*. United Kingdom: Joseph Rowntree Foundation.

Literature Review

Source	Abstract	Research Question and Method	Key Themes and Issues	Significance to the Research
<p>Boeltzig, H., Timmons, J., & Butterworth, J. (2009). Gender differences in employment outcomes of individuals with developmental disabilities. <i>Journal of Vocational Rehabilitation</i>, 31, 29-38.</p> <p>The United States</p> <p>Key terms: Disability, supported employment</p> <p>Retrieved from Academic Search Complete March 13, 2011</p>	<p>The paper presents employment outcomes of men and women with developmental disabilities (DD) who recently entered individual employment with the support of a community rehabilitation provider (CRP). The findings are based on an analysis of the National Survey of Community Rehabilitation Providers, Individual Employment Outcomes Survey, conducted between 2004 and 2005 by the Institute for Community Inclusion at the University of Massachusetts in Boston. Survey results show that while men and women with DD are earning meaningful wages, women with DD are working fewer hours in lower-wage jobs and earn less money, although only the latter was found to be statistically significant. Significant gender differences were found, however, with respect to the types of jobs men and women with DD held in individual employment. Overall, outcome findings suggest consistency with previous research. The paper concludes with a discussion of the implications of these findings and provides directions for future research.</p>	<p>Cross-sectional Study</p> <p>This paper presents the gender differences in employment outcomes of men and women with developmental disabilities</p>	<p>The outcomes of supported employment in men and women with developmental disabilities</p> <p>Gender differences in job wage, hours worked, type of employment</p>	<p>The findings suggest that both men and women with intellectual disabilities are earning meaningful wages. However, the study revealed that women earn less, and work fewer hours when compared with males. This supports previous literature indicating that women with developmental disabilities are underrepresented in integrated employment</p>

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<p>Cimera, R. (2008). Cost trends of supported employment versus sheltered employment. <i>Journal of Vocational Rehabilitation</i>, 28, 15-29.</p> <p>The United States</p> <p>Search terms: Disability, supported employment</p> <p>Retrieved from Academic Search Complete on March 3rd, 2011</p>	<p>This study investigated the cost-trends of supported and sheltered employees with mental retardation as they completed one "employment cycle" (i.e., from the point they entered their programs to the point when they changed their jobs, left their program, or otherwise stopped receiving services). Data indicate that the cumulative costs generated by supported employees are much lower than the cumulative costs generated by sheltered employees (\$6,618 versus \$19,388). Further the cost-trend of supported employees was downward while the cost-trend of sheltered employees was slightly upward, indicating that the costs of supported employment decline over time while those of sheltered workshops increase.</p>	<p>Cost-analysis study</p> <p>This study explores the cost trends of supported employment vs. sheltered employment to determine if costs of supported employment decrease over time.</p>	<p>The cumulative cost trends of sheltered employment vs. supported employment</p>	<p>The cost of one sheltered employee is equivalent to three supported employees in the community. Supported employment also becomes more cost-effective over time, while sheltered employment increases. Therefore, supported employment is a better long term investment for tax payers.</p>

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<p>Cimera, R. (2009). The monetary benefits & costs of hiring supported employees: A pilot study. <i>Journal of Vocational Rehabilitation</i>, 30, 111-119.</p> <p>United States</p> <p>Search terms: supported employment and disabilities</p> <p>Retrieved from Academic Search Complete on March 13th, 2011</p>	<p>This paper illustrates the implementation of a new cost-accounting methodology that can be used to measure the monetary outcomes of supported employment from the perspective of employers. The methodology attempts to ascertain which "type" of employee (i.e., workers with disabilities versus workers without disabilities) is most economical for employers to hire. Avenues for future research are also presented.</p>	<p>Matched-sample cost-accounting methodology</p> <p>Using this new methodology, the author attempts to ascertain which "type" of employee (i.e., workers with disabilities versus workers without disabilities) is most economical for employers to hire</p>	<p>The costs and benefits of hiring supported employees</p> <p>The effectiveness of the cost-accounting methodology in determining whether it is more economical for employers to hire supported employees</p>	<p>Study revealed the following findings that warrant exploration for future larger analysis:</p> <p>Supported employees produced greater net benefits than did their non-disabled co-workers.</p> <p>Employee retention was three times higher</p> <p>Supported employees were more reliable in terms of punctuality</p> <p>*Pilot study (sample size is too small to draw conclusions)</p>

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<p>Cimera, R. (2009). The national costs of supported employment to vocational rehabilitation: 2002 to 2006. <i>Journal of Vocational Rehabilitation</i>, 30, 1-9.</p> <p>United States</p>	<p>This study investigated the costs accrued by all supported employees funded by Vocational Rehabilitation from 2002 to 2006 throughout the entire United States and its territories. Costs were examined in relation to the number of hours supported employees worked, and total wages that they earned, per week. The impact of disability, presence of secondary disabilities, the supported employee's level of education and employment history were also examined.</p>	<p>Cost-accounting method</p> <p>The costs accrued by all supported employees funded by Vocational Rehabilitation from 2002 to 2006 throughout the entire United States is investigated</p>	<p>National costs of supported employment</p> <p>Reducing costs of supported employment while improving the program outcomes</p>	<p>Cost of employment is not increasing, although 42% of the individuals who went through the vocational rehabilitation program were not employed, and therefore did not generate benefits for taxpayers</p>

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<p>Cimera, R. (2009) Supported employment's cost efficiency to tax payers: 2002-2007. <i>Research and Practice for Persons with Severe Disabilities</i>, 34(2), 13-20.</p> <p>United States</p> <p>Search terms: supported employment, disability</p> <p>Retrieved from Academic Search Complete on March 14th, 2010</p>	<p>This study explored the cost-efficiency of all 231,204 supported employees funded by vocational rehabilitation throughout the entire United States from 2002 to 2007. Results found that supported employees returned an average monthly net benefit to taxpayers of \$251.34 (i.e., an annual net benefit of \$3,016.08 per supported employee) and generated a benefit-cost ratio of 1.46. Further, economic returns of supported employees were investigated across nine disabling conditions. Even individuals with the least cost-efficient disability (i.e., traumatic brain injuries) returned to taxpayers a monthly net benefit of \$111.62. Finally, this study determined that supported employees with multiple conditions were as cost-efficient as individuals with only one disability (i.e., benefit-cost ratios of 1.49 versus 1.46, respectively).</p>	<p>Cost-benefit Analysis</p> <p>This study explored the cost-efficiency of all 231,204 supported employees funded by vocational rehabilitation throughout the entire United States from 2002 to 2007</p>	<p>Cost efficiency of supported employees to the tax payers</p> <p>Tax benefits of supported employment</p>	<p>Demonstrates that supported employment is cost efficient to the tax payers. For example: For every tax dollar garnered by tax payers because of supported employment, tax payers receive a 1.46 in benefits.</p>

Source/Citation	Abstract	Research Question/Methods Used	Key Themes or Issues	Significance to Research
<p>Farris B., & Stancliffe R. (2001). The co-worker training model: outcomes of an open employment pilot project. <i>Journal of Intellectual & Developmental Disability</i>, 26, 145–161</p> <p>Australia</p> <p>Retrieved from Wiley Online Library on Feb. 27th, 2011</p> <p>Keywords: Disability, Employment</p>	<p>This pilot study evaluated the viability of trained co-workers providing direct job training and support to employees with a disability in open employment. Selected staff from 11 KFC restaurants attended a 2 day co-worker training course. Following training they placed a modestly but significantly higher value on persons with a disability in the workplace than previously. Subsequently, an individual with a disability was employed in each of 10 KFC restaurants and received job training and support from a co-worker trainer. Employment outcomes for consumers with co-worker support were as good as for a comparison group who worked in similar jobs at KFC restaurants with job coach support. Comparison group members received substantially more support hours from job coaches. Consumers with co-worker support experienced high levels of involvement with co-workers. The co-worker training model may provide a viable, cost-effective alternative to the traditional place and train model.</p>	<p>Pilot project</p> <p>This study examined the validity of the co-worker training approach (as oppose to traditional job coaches) for supporting individuals with intellectual disabilities in the workforce</p>	<p>Outcomes of co-worker training approach in comparison with traditional job coaching for adults with intellectual disabilities</p> <p>The social outcomes of the co-worker training approach for adults with intellectual disabilities</p>	<p>Findings suggest that Co-worker training program yielded more direct hours of support than traditional job coaching</p> <p>The co-worker training approach facilitates social interaction and inclusion in the work place</p>

Source/Citation	Abstract	Research Question and Methods Used	Key Themes or Issues	Significance to Research
<p>Flores, N., Jenaro, C., Orgaz, B.M., & Martín, M. (2011). Understanding quality of working life of workers with intellectual disabilities. <i>Journal of Applied Research in Intellectual Disabilities</i>, 24 (2), 133-141.</p> <p>Australia</p> <p>Retrieved from Wiley Online Library on Feb.27th, 2011</p> <p>Keywords: Disability, Employment</p>	<p>This paper examines the perceived quality of working life of workers with intellectual disabilities. Specifically, this paper looks at participants' perceptions in relation to perceived job demands and resources and their impact on experienced job satisfaction. In this cross-sectional survey, 507 workers with intellectual disabilities, employed in either sheltered workshops or supported employment, completed questionnaires on the quality of working life through semi-structured interviews. Regression analyses showed that perceived low job demands and elevated social support from coworkers and supervisors predicted higher quality of working life. Common organizational psychology measures can be successfully used with this population to assess quality of working life. This study confirms the multidimensional nature of quality of working life, and the impact of job demands and available resources on perceived satisfaction with job for workers with intellectual disabilities.</p>	<p>Cross sectional survey</p> <p>This paper looks at participants' perceptions in relation to perceived job demands and resources and their impact on experienced job satisfaction</p>	<p>Factors that impact quality of working life for adults with intellectual disabilities</p> <p>Need for adequate resources to support adults with intellectual disabilities in employment settings</p>	<p>Although this article focuses on factors in the workplace that either contribute or impede quality of life for individuals with intellectual disabilities, it recognizes that meaningful employment increases social status, social inclusion, and quality of life</p>

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<p>Forrester-Jones, R., Jones, S., Heason, S., & Di'Terlizzi, M. (2004). Supported employment: A route to social networks. <i>Journal of Applied Research in Intellectual Disabilities</i>, 17, 199-208.</p> <p>Australia</p> <p>Retrieved from Academic Search Complete on Feb. 27th, 2011.</p> <p>Search terms: open employment, disability</p>	<p>Evidence suggests that social networks mediate social functioning, self-esteem, mental health and quality of life. This paper presents findings concerning changes in the social lives, skills, behavior and life experiences of a group of people with intellectual disabilities ($n = 18$), who gained support from an employment agency to find paid work.</p>	<p>Multi-variate descriptive study</p> <p>This study explores changes in social lives, skills, behaviors of individuals with intellectual disabilities who were engaged in a supported employment program</p>	<p>The impact of supported employment on social networks, social integration, and social inclusion</p>	<p>Outcomes of supported employment include increased social network, increased opportunity to meet others who are not associated with disability network, and increase exposure to leisure activities</p>

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<p>Jahoda, A., Kemp, J., Riddell, S., & Banks, P. (2008). Feelings about work: A review of the socio-emotional impact of supported employment on people with intellectual disabilities. <i>Journal of Applied Research in Intellectual Disabilities</i>, 21, 1-18.</p> <p>United States</p> <p>Search Terms: supported employment, disability</p> <p>Retrieved from Sage Publications on March 13th, 2011</p>	<p>Work is an aspiration for many people with intellectual disability and is regarded as a vital goal by policy-makers in pursuit of social inclusion. The aim of this study was to consider the impact of supported employment on the socio-emotional well-being of people with intellectual disabilities. Method A systematic search was conducted. The review included case-controlled and longitudinal studies measuring outcomes for: quality of life (QOL), social life and autonomy. Results While results for QOL, well-being and autonomy were largely positive, there was a lack of perceived social acceptance. The findings are interpreted in the light of methodological strengths and weaknesses. Conclusions Implications for the socio-emotional support required by some individuals in employment, and directions for future research are discussed</p>	<p>Systematic Literature Review</p> <p>This paper examines the impact of supported employment on the socio-emotional well-being of people with intellectual disabilities</p>	<p>Socio-emotional well-being of people with intellectual disabilities</p> <p>Adults with intellectual disabilities perceptions on social acceptance in supported employment placements</p> <p>Impact of work on social interactions and social networks</p>	<p>Findings suggest that supported employment for adults with intellectual disabilities increases quality of life, well-being, and autonomy. However, there was a lack of perceived social acceptance and sense of belonging.</p>

Source	Abstract	Research Question and Method	Key Themes and Issues	Significance to the Research
<p>Jahoda, A., Banks, P., Dagnan, D., Kemp, J., Ken, W., & Williams, V. (2009). Starting a new job: The social and emotional experience of people with intellectual disabilities.</p> <p>Scotland</p> <p>Key Terms: Disability, supported employment</p> <p>Retrieved from Academic Search Complete on March 13th, 2011</p>	<p>Employment is viewed by policy makers as both a human right and as a means of changing the marginalized status of people with intellectual disabilities, with important social and emotional benefits. However, there has been little longitudinal research examining the experience of people with intellectual disabilities in the workplace. Methods Thirty-five individuals with mild to borderline intellectual disabilities participated in this study. They were recruited from supported employment agencies in Scotland. A longitudinal approach was adopted, with the participants being interviewed around the time of starting their jobs, and again 9–12 months later. Results The content analyses of the semi-structured interviews indicated that the participants perceived continuing benefits from entering mainstream employment, including more purposeful lives and increased social status. However, over the follow-up period the participants reported few social opportunities that extended beyond the workplace, and an anxiety about their competence to meet employers' demands remained a concern for some. Conclusions The discussion addresses the importance of understanding work in relation to the participants' wider lives, along with the longer-term role for supported employment agencies to help people achieve their social and emotional goals in a vocational context</p>	<p>Longitudinal Study</p> <p>This study exams the experience of people with intellectual disabilities in the workplace</p>	<p>The social and emotional experience of people with intellectual disabilities in the workplace</p> <p>Perceptions on the benefits of entering mainstream employment</p> <p>Need for long term role of supported employment agencies to support adults with intellectual disabilities achieve their employment goals</p>	<p>This study found that supported employment for adults with intellectual disabilities led to a sense of purpose, autonomy, and financial control. However, participants also reported high levels of anxiety and fear when entering new employment situations. This indicates a need for a long term role of supported employment agencies.</p>

Source	Abstract	Research Question and Method	Key Themes and Issues	Significance to Research
<p>Kober, R., & Eggleton, I.R.C. (2005). The effects of different types of employment on quality of life. <i>Journal of Intellectual Disability Research</i>, 49 (10), 756-760</p> <p>Australia</p> <p>Retrieved March 3rd, 2011 from Wiley Online Library</p> <p>Search Terms: employment, intellectual disability</p>	<p>Despite research that has investigated whether the financial benefits of open employment exceed the costs, there has been scant research as to the effect sheltered and open employment have upon the quality of life of participants. The importance of this research is threefold: it investigates outcomes explicitly in terms of quality of life; the sample size is comparatively large; and it uses an established and validated questionnaire.</p>	<p>Comparative study</p> <p>This paper examines the differences between individuals in open and sheltered employment using quality of life framework</p>	<p>The effects of open employment vs. sheltered employment on quality of life in high functioning adults with intellectual disabilities</p>	<p>Results indicated that individuals with intellectual disabilities in open employment had overall higher quality of life. This study revealed that high functioning adults with intellectual disabilities in open employment settings demonstrated a higher level of community integration, and increased feelings of empowerment and independence</p>

Source	Abstract	Research Question and Methods	Key Themes and Issues	Significance to the Research
<p>Schur, L. (2002). The job makes a difference: The effects of employment among people with disabilities. <i>Journal of Economic Issues</i>, 36 (2), 339-348.</p> <p>The United Kingdom</p> <p>Key Terms: Disability, Supported employment</p> <p>Retrieved from Academic Search Complete on March 13th, 2011</p>	<p>A 12-month study of UK supported employment providers found that 77 (54.6%) of the participants in the study remained unemployed, 32 (22.7%) got jobs and 32 (22.7%) retained the jobs they held at the outset. Aims: To explore the impact of moving into employment on service use, earnings, benefits and tax allowances claimed. Methods: Service use and frequency were measured at baseline and 12 months. Comparisons paid particular attention to the differences between people entering work and those who remained unemployed. Costs were analyzed from a government perspective (excluding earnings) and a societal perspective (excluding welfare benefits and taxes). Results: People who entered work reduced their consumption of mental health services ($p < 0.001$). However, use of supported employment increased ($p = 0.04$), in contrast to falling use by people who remained unemployed ($p < 0.001$) and those who had been working for more than one year ($p = 0.002$). The increase in earnings for those entering work ($p = 0.02$) was not offset by a similar reduction in benefits. Conclusion: This indicates that mental health services may make savings as a result of their clients engaging in paid work. It raises questions about the optimal nature and organization of employment support for this service user group</p>	<p>Cross-sectional Study</p> <p>Explores the impact of moving into employment on service use, earnings, benefits and tax allowances claimed.</p>	<p>The effects (social and economic) of employment among adults with disabilities</p> <p>Need for increasing employment opportunities for adults with disabilities</p>	<p>Finding from this study revealed the following:</p> <ol style="list-style-type: none"> 1) Hourly and annual earnings are significantly lower for adult with disabilities 2) Employees with disabilities were less likely to participate in decision making 3) Employment for adults with disabilities was estimated to raise household income by 49% (compared to 13% in individuals without disability) 4) Employment alleviates social isolation, increase overall life satisfaction 5) Skills gained in employment facilitate community and political participation for adults with intellectual disabilities

Source	Abstract	Research Question and Method	Key themes and Issues	Significance to Research
<p>Shearn J., Beyer S.&Felce D. (2000). The cost-effectiveness of supported employment for people with severe intellectual disabilities and high support needs: a pilot study. <i>Journal of Applied Research in Intellectual Disabilities</i>13, 29–37.</p> <p>Australia Retrieved from Wiley Online Library on Feb.27th, 2011</p> <p>Keywords: Disability, Employment</p>	<p>The costs and outcomes of supporting seven people with severe intellectual disabilities and high support needs in part-time employment were compared with those of a Special Needs Unit (SNU) of a day centre, both within-subject and against an equal-sized comparison group. The income of those employed was described. Direct observation of the employment activities and representative SNU activities were undertaken to assess participant engagement in activity and receipt of assistance, social contact in general and social contact from people other than paid staff. Costs of providing service support were calculated taking account of staff : service user ratios, staff identities and wage rates and service-administrative and management overheads. Employment was associated with greater receipt of assistance, higher task-related engagement in activity and more social contact from people other than paid staff. SNU activities were associated with greater receipt of social contact. Supporting people in employment was more expensive than in the SNU. Cost-effectiveness ratios of producing assistance and engagement in activities were equivalent across the comparative contexts. The SNU was more cost-effective in producing social involvement; employment in producing social contact from people other than paid staff.</p>	<p>Cost analysis/Cross sectional Design</p> <p>This paper presents a comparison between outcomes in day programs and supportive employment (social benefits and economic outcomes)</p>	<p>The cost effectiveness and social outcomes of open employment</p>	<p>Findings from study suggest that:</p> <ul style="list-style-type: none"> -supportive employment is more expensive than day program -individuals engaging in supportive employment had significantly more social contact than those in day programs -increase task related activities in supportive employment -Receipt of pay was higher individuals in supported employment -Day program is more cost effective in producing employment and social involvement

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<p>Tuckerman, P., Smith, R., & Borland, J. (1999). The relative cost of employment for people with a significant intellectual experience: The Australia experience. <i>Journal of Vocational Rehabilitation</i>, 13, 109-116.</p> <p>Australia</p> <p>Retrieved from Academic Search Complete on March 12th, 2011.</p>	<p>In Australia, adults with a moderate to severe intellectual disability receive a Commonwealth Government Disability Support Pension and may enter Commonwealth Government funded employment programs or State Government funded community activity programs. This paper compares the cost to government of Jobsupport (an open employment program) and the available alternatives. Background data about Jobsupport, including satisfaction surveys of employers and people with disabilities supported by Jobsupport, is included. Comparisons with other options show Jobsupport to be a cost effective option for government and almost revenue neutral per client for the Commonwealth Government compared to the pension after 12 months. This result has been relatively robust over time; as government funding has increased and the program has grown in size, cost per client has remained steady in real terms. In evaluating the cost of the Jobsupport program, displacement effects have proved to be less important than had been previously believed and smaller for Jobsupport than in general labor market programs. Even when displacement differences are included, there are significant savings, including reductions in pension payments, from programs such as Jobsupport. When these savings are considered, a Jobsupport open employment program is much less expensive than State-funded Post School Options activity programs</p>	<p>Cost Analysis Model</p> <p>This study compares the cost to government of open employment and other state funded programs and activities</p>	<p>The cost-effectiveness of jobsupport, an open employment option for adults with intellectual disabilities</p>	<p>This study concludes that supported employment is significantly cheaper than for taxpayers than state funded post school options. Further, high levels of satisfaction were reported for both employees and employers using jobsupport.</p>

Source	Abstract	Research Question & Method	Key Themes and Issues	Significance to the Research
<p>Verdugo, M.A., de Umes, F.B., Jenaro, C., Caballo, C., & Crespo, M. (2006). Quality of life of workers with an intellectual disability in supported employment. <i>Journal of Applied Research in Intellectual Disabilities</i>, 19, 309-316.</p> <p>Spain</p> <p>Retrieved from Sage Publications on March 1st, 2011</p> <p>Key Words: disability, employment</p>	<p>This study investigates what characteristics of supported employment increase quality of life and whether quality of life is higher in supported employment workers or the sheltered ones in Spain. Typicalness, the degree to which the characteristics of a job are the same as those of co-workers without a disability in the same company, was considered as one of the supported employment characteristics in the analysis. Method Two groups were put together to obtain the data using two questionnaires that were administered by trained professionals. Results No differences were found between the two groups regarding quality of life but results indicate that in supported employment, high levels of typicalness are associated with a higher quality of life and that the handling of certain characteristics of support and the job are related to the enhancement of quality of life of the workers. Workers in supported employment show the same quality of life as those in sheltered employment centers. In Spain, the greater the typicalness of the employment, the higher the quality of life. The implications of this for the amount of direct external support for workers with disability is that such support should be used only when absolutely necessary – the minimum support necessary to encourage development.</p>	<p>Cross sectional Study</p> <p>This study examines the factors that increase quality of life in supported employment, and compares quality of life between supported and sheltered employment models</p>	<p>Quality of life of adults with intellectual disabilities engaged in supported employment</p> <p>The need for external supports in supported employment</p> <p>The relationship between job 'typicalness' and increased quality of life</p>	<p>This study reveals that the greater typicalness of the employment, the higher the quality of life. This equated to a greater sense of competence, self-determination, and independence in adults with intellectual disabilities. This study also concluded that employment typicalness is greater in supported employment than in sheltered employment.</p>

Source	Abstract	Research Question and Method	Key Themes and Issues	Significance to the Research
<p>Verdugo, M.A., Martin, Ingelmo, R., Jordan de Urries, F.B., Vincent, C., & Sanchez, M.C. (2009). Impact on quality of life and self-determination of a national program for increasing supported employment in Europe. <i>Journal of Vocational Rehabilitation</i>, 31, 55-64.</p> <p>Spain</p> <p>Key terms: Supported employment, disability</p>	<p>Supported employment in many European countries is spreading somewhat slowly, with specific nationwide programs being required to enable significant progress in integrating people with disabilities and other limitations into the ordinary labor market. This article describes the Caja Madrid SE Program, deployed throughout every province in Spain, for people with disabilities and people who experience social exclusion. We set out the characteristics of the program, the profile of those taking part, and the results achieved in terms of employment between 2005 and 2007. Finally, we include the results of the research related to the participants' quality of life and self-determination.</p>	<p>Survey-based description non-experimental design</p> <p>This paper explores the social impact of the supported employment program in Caja Madrid</p>	<p>Social inclusion through supported employment for adults with disabilities.</p> <p>Impact of supported employment on quality of life and self-determination</p>	<p>Supported employment, as a type of work with a high degree of normalization and inclusion, is connected to a higher quality of life and self-determination</p>