



## ***Using Essential Elements of Service Delivery to Increase Opportunities for Competitive, Integrated Employment for Students and Youth with Disabilities***

### **What is the level of evidence?**

This practice was identified by Rehabilitation Research & Training Center for Evidence-Based Practice in Vocational Rehabilitation (RRTC-EBP VR), and has been labeled by NTACT as a Promising Practice. *More information on NTACT's process for identifying effective practices is available here: [NTACT's Effective Practices](#).*

### **What is the practice?**

Essential elements of service delivery include: (a) consumers feeling welcome; (b) consumers connecting with agency staff ; (c) effective teamwork; (d) consumer levels of functioning in self-direction, work tolerance, general employability, and self-care; and (e) physical, family and social, and financial well-being. Findings provide important information for service provision; the targets of interventions (e.g., life skills) and the way services are provided (e.g., teamwork, customer, and staff connection) appear critical to successful outcomes.

### **Where is the best place to find out how to do this practice?**

The Special Issue from the Journal of Vocational Rehabilitation is available through the website of the RRTC-EBP-VR here:

<http://content.iospress.com/download/journal-of-vocational-rehabilitation/jvr708?id=journal-of-vocational-rehabilitation%2Fjvr708>

You may also correspond with the RRTC-EBP-VR <http://research2vrpractice.org/contact/> to request more detailed information from the original author regarding implementation of this practice.

### **References used to establish this evidence base:**

Da Silva Cardoso, E., Blalock, K., Allen, C. A., Chan, F., & Rubin, S. E. (2004). Life skills and subjective well-being of people with disabilities: a canonical correlation analysis. *International Journal of Rehabilitation Research*, 27, 331-334.

- Del Valle, R., Leahy, M. J., Sherman, S., Anderson, C. A., Tansey, T., & Schoen, B. (2014). Promising best practices that lead to employment in vocational rehabilitation: Findings from a four-state multiple case study. *Journal of Vocational Rehabilitation, 41*, 87-98.
- Timmons, J. C., Schuster, J., Hamner, D., & Bose, J. (2002). Ingredients for success: Consumer perspectives on five essential elements to service delivery. *Journal of Vocational Rehabilitation, 17*, 183-194.

This Practice Description was developed by The National Technical Assistance Center on Transition (NTACT), Charlotte, NC, funded by Cooperative Agreement Number H326E140004 with the U.S. Department of Education, Office of Special Education and Rehabilitative Services (OSERS). This document has been reviewed and approved by the OSERS. Opinions expressed herein do not necessarily reflect the position or policy of the U.S. Department of Education nor does mention of trade names, commercial products, or organizations imply endorsement by the U.S. Department of Education. OSEP Project Officer: Dr. Selete Avoke. RSA Project Officer: Kristen Rhinehart-Fernandez. This product is public domain. Authorization to reproduce it in whole or in part is granted. While permission to reprint this publication is not necessary, the citation should be: National Technical Assistance Center on Transition (2015). *Using Essential Elements of Service Delivery Practice Description*. This resource was developed using information from the Rehabilitation Research & Training Center for Evidence-Based Practice in Vocational Rehabilitation, <http://research2vrpractice.org/>.