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Workplace Readiness Assessment End Report

Job Candidate [REDACTED]

Disability: Autism, ADHD, OCD

Has there been a vocational evaluation done previously: No

Benefits Information: JC does not receive Social Security benefits.

Assessment goals/referral questions:

What are some other vocational interests of JC?

What are JC's barriers and strengths to employment?

Is JC ready for a job in the community or does he need additional training?

Worksite: TJ Maxx
2900 University Avenue West Des Moines, IA 50266

Scheduled Days/shifts: Monday, June 20, 201 9:30am-2:30pm (left at 1:30pm)
Wednesday, June 22, 201 9:30am-2:30pm (left at 1:30pm)

Supervisor/contact: Jeremy, Store Manager

Duties: Unpack boxes of clothes and remove plastic wrapping. Unfold clothes and lay out flat in a stack on a table. Break down cardboard boxes.

JC arrived on time to the location with transportation provided by his mom. He was waiting for Staff near the front entrance of the store. He was dressed nicely in khaki pants and a polo shirt. He had brought a lunch with him and wanted to put it in the refrigerator. JC was introduced to Ajka, an assistant manager. She showed him to the break room where he could place his lunch. It was one of the employee's birthdays and she announced that she had brought donuts to share. JC asked Ajka if he could have a donut. He quickly ate his donut and Staff prompted him to wash his hands and wipe his face. Ajka then walked with us to the back work area.

JC was shown to a table that would be his work area for the shift. He was shown how to get clothes out of the boxes on the conveyor. He then opened the packaging they were in and laid the clothing out on the table. He was instructed to make two piles, one for tops and one for bottoms. JC understood the instructions and got to work. He was told that the clothes did not need to be laid out perfectly, just in a pile that was easy for the hanger to access. Staff prompted him a couple of times to ensure that he was placing items with the tags facing up. He took the redirection without complaint and fixed the incorrect items. In many of the boxes were non-clothing items that needed to be removed and placed in a tote behind him. Staff assisted with sorting these items out and placing them in the tote. When JC came upon a swimsuit, he informed Staff that he was uncomfortable handling any undergarment-type items. Staff assisted with removing these items from the boxes. He was shown that most of the plastic packages had holes in them to make it easier to open. Some of them did not and required effort to get them open. At about 9:45, JC stated that there was no way he could make it for 5 hours. He said that his hands were

already cramping from opening the packages. Staff encouraged him to continue trying. JC wanted to know what time he could take his lunch break. After some discussion, it was decided that he would take his break at 11:30.

JC worked at a steady pace and unpacked the clothes quickly. He paid attention to how high his piles were getting and moved them around the space to make more room when needed. He was instructed to lay men's bottoms along the creases rather than flat. He was shown a sign hanging up that indicated which departments needed to be laid this way. JC was shown where to find the department number on the price tag. When he came across items that appeared to be men's, JC checked the tag for the department number and folded them if necessary. He did very well with checking the tags. He was shown a couple of times how to fold the items, but then was able to complete the task without difficulty. When the boxes were empty, they were to be broken down and placed in the recycle box. Staff assisted with breaking the boxes down so he could focus on the laying up. He told Staff several times that he would not be able to work the entire shift. He bent over the table and Staff prompted him to stand back up. He was encouraged to keep working as long as he could and was given positive feedback on how well he was doing the job.

At 11:30 JC took his break. Staff walked with him to the break room and let him in. He was told that Staff was going out to make some phone calls while he was on break and would be back in shortly. He confirmed with Staff that he was to return from break at 11:45. When Staff returned, JC was standing in the men's department waiting, rather than returning to work. He said that he didn't know he was supposed to go back without Staff. JC appeared to have powdered sugar on his face. He was asked if he had another donut at break. He asked if it was on his face. He said that he had bitten into a donut and it was blueberry, which he doesn't like, so he spit it out into his lunch sack.

Once returning to work, JC started to complain after only a short while. He again bent over the table and said that he was exhausted. Staff prompted him to stand and continue working. He asked if he could work a shorter shift today and work on staying longer the next shift. Staff encouraged him to just continue working and we would see what happens. He continued to work at a steady pace while he was working. Staff attempted to engage in small talk with him and asked about his vacation. He said he preferred not to talk about it. We then discussed his pay for the work. He said he was saving money to buy something for his gaming system. He asked how much he would make if he worked a shorter shift. He then stated that he would just have to save longer since it wouldn't be enough. At 12:30 JC said that he wanted to call his mom to come pick him up. Staff told him that she would probably want him to stay longer. After talking to her a bit, he handed the phone to Staff. She asked how he was doing and Staff told her that he was doing very well working, he just was complaining about leaving. She told him to continue working until 1:30 and then call her back to see how things were going.

JC said that he was tired of doing the same work. He asked if there was something else he could do. Staff told him that the only other position he would possibly be able to try was cleaning. He said that he would rather do that. Staff checked and the janitorial staff was not working at this time. JC was told that he would need to continue with the clothes. He began asking Staff what time it was about every 10 minutes. He was disappointed every time he heard the answer. As it approached 1:30, JC stated that he needed to use the bathroom. When he returned, he informed Staff that he was supposed to go to Gamers and wait for his mom to pick him up. Staff reminded him that he was supposed to call her at 1:30 to check in, not to automatically leave. He called her back and handed the phone to Staff. She asked if he was finished working and Staff told her that there was still work to be done. It was suggested that he had the 1:30 time stuck in his head and was focused on that. JC told his mom that that was true. She said that she would come pick him up because there was no point in forcing him to stay.

While Staff was breaking down a box, JC hurriedly left the backroom. Staff went outside and called his name. He was asked if he thought he should leave his work station with garbage or go back and clean it up. JC said that he should go back. Staff went with him to the backroom and asked an employee what needed to be done with the trash. She said to leave it there and someone would empty it in the morning. Staff gave JC positive feedback for coming back in. He was also complimented on how well he did while working. He was able to unpack 6 large boxes and 1 small box during his shift. JC was proud of the amount of work he was able to complete. He told Staff goodbye and took off for Gamers.

When Staff arrived for the second shift, JC was standing near the front entrance. He had his sandwich out of his lunch bag and was eating it. He told Staff immediately that he did not think he could work the entire shift and that he would like to do something else. He was encouraged to stay positive and do his best to work as long as possible. He was brought to the breakroom where he put his lunch in the fridge prior to going to his work table in the back room. Staff asked him if he remembered everything he was supposed to do from the previous day, and he said he did. He also stated that he would not touch women's undergarments.

There were about 10 boxes of clothes piled next to the table. None had been opened, and JC stated that he was not comfortable using the box cutter. Staff opened up the boxes for him so that he could access the bags of clothes. Staff placed some items on the table next to him as the boxes were being cleared. Some of the items were on hangers that he needed to remove and JC commented to Staff, "Could you at least have taken them off the hangers?" Staff reminded him that that was part of the job that he was responsible for. JC continued to work. He complained about being tired and how monotonous the job was. Although he was told several times that this was the only position he could do this day, he continued to ask. Within the first hour, he was asking to call his mom to come get him. Staff reminded him that he wanted the money for working and gave him positive feedback about what a good job he was doing with the tasks. He would then say he "still didn't think he could do it".

Staff prompted JC a few times to lay the clothes flat. He said he was told they "did not have to be perfect". Staff agreed they did not need to be perfect but showed him that they need to be flat and un-bunched so that they could be hung easily. He said ok. At times, he would have a pile that he took out of the bag together and would just lay them all on top of the pile, and Staff needed to prompt him that they needed to be flattened separately as the bottoms were folded under on each. Staff continued to open boxes and then break down the boxes when they were empty.

At about 10:30, Staff left JC for about 15 minutes to work on his own. When Staff returned, he had finished the two boxes that had been opened for him and was waiting. Staff prompted him to continue taking clothes out of the open boxes on the conveyor. Staff checked his piles and demonstrated how to correctly fold the men's pants. He had them 'sideways' but not along the seam correctly. While Staff was gone, he also had placed several women's shorts in bins behind him and said they were undergarments. Staff showed him that they were girls leggings and not underwear so he needed to lay them out. JC continued to state that he could not make it until the end of his shift.

Staff again left him for 20 minutes. When Staff looked into the backroom at about 10 minutes, he was working in a focused and quick manner. When Staff returned after 20 minutes, he had completed all of the boxes. He said he called his mom while Staff was gone to get some encouragement. She told him she would not be picking him up early. There was more discussion and JC said repeatedly that he "could not do it". He leaned over the table and was redirected to stand up. JC asked about lunch and said he didn't think he could make it until lunch. It was agreed he could take lunch at 11:15. Staff left JC to work until the break.

Staff went to the break room to get JC when break was over. He said he was not able to go back to work and wanted to go home. Staff encouraged him to continue and reminded him that he had had a goal to work longer than he did the first day. As he walked into the backroom, he turned around and took his phone out, saying he was going to call his mom. JC talked to his mom and she again told him she would not come get him early. She told him to make it at least as long as he had done the other day.

JC came back to the backroom and returned to work. Staff assisted him with getting more boxes ready and he continued to work quickly through them. Staff praised him and pointed out how much he had gotten done as he had cleared out all of the boxes on the floor. Staff then left him to work on his own.

Staff waited outside the backroom area while he worked. JC came out after about 40 minutes and was looking for Staff. He wanted to report how much he had gotten done and Staff went back with him to see. He had gotten a couple large boxes emptied and was proud to show Staff that he broke down the boxes on his own. He did not use

the box cutter, so he commented that they were ripped up good, but this was ok. Although he still commented that he didn't think he could make it another hour, he was complimented and appeared to be more focused and positive. Staff checked through some of the piles, and saw no errors.

From 12:35 on, JC worked without Staff next to him. Staff looked into the backroom several times and he was staying on task. At 1:25, Staff went into the backroom. JC was getting ready to call his mom. She asked to speak with Staff and after some discussion, it was decided that he could leave. Staff and mom agreed that pushing him much farther may cause an outburst as he appeared at his limit. As soon as his mom stated that she would come get him, JC walked out of the store and went to Gamers.

Summary:

JC arrived on time each day and was dressed appropriately.

JC had no trouble learning and completing the work tasks. He learned the process quickly and paid close attention to the department codes so he laid the items correctly. He worked at a good pace. When there was no one around, he was very focused and efficient, but seemed to distract more with complaints when Staff was with him. There were some items that he was not comfortable touching and he would not use the box cutter.

JC needed continuous prompting, encouragement, and calls to his mother to continue with the shifts. He began speaking negatively at the beginning of the shift, and stated throughout that he "could not make it". He complained of cramping and fatigue throughout the shifts. Both shifts were ended an hour earlier than scheduled.

JC stated that he did not like the work. He said it was too repetitive and several times asked to do cleaning tasks instead. It is unclear whether different job tasks would help with his motivation. It may be helpful to try another site where he could have more variety and active tasks to complete. However, JC will need to demonstrate that he wants to do the job and that he is motivated to try.

Thank you for allowing us to be a part of JC's vocational planning. If there are any questions about this report, please contact Square One Assessments at 515-633-7652.

Lori Hecht, MS, CRC, CVE

Lisa King, MS, CRC, CVE

Report date: