

# Customer Profile Form

Customer Name: Janet G.

Social Security #: 000-00-000

Staff Completing Form: Mary Simmons

I.D. Code: 245.10

Date of Screening (month/day/year) February 15, 2010

Types of Screening: Initial  Ongoing/Employment Ongoing/Unemployment;

Total number of hours per week presently working:

Months per year:

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## General Directions: PLEASE DO NOT LEAVE ANY ITEM UNANSWERED

Indicate the most appropriate response for each item based on observations of the customer and interviews with individual who know the customer (i.e., family members, adult service providers, school personnel, employers).

### 1. Availability: (check Yes or No for each item)

Will work weekends:  Yes  No Will work part-time:  Yes  No  
Will work evenings:  Yes  No Will work full-time:  Yes  No

Specifics/Comments:

### 2. Transportation: (check Yes or No for each item)

Transportation available:  Yes  No Family will transport:  Yes  No  
Access to specialized travel services:  Yes  No Provides own transportation (bike, car, walks):  Yes  No  
Lives on bus route:  Yes  No

Specifics/Comments: The mother will transport if Janet misses the bus / or in other special situations

### 3. Strength — Lifting and Carrying:

Poor (< 10 lbs)  Fair (10-20 lbs)  Average (30-40 lbs)  Strong (> 50 lbs)

Specifics/Comments: Janet was able to lift 25-30 lbs and carry for short distances - no further than 20 feet.

### 4. Endurance: (without breaks)

Works < 2 hours  Works 2-3 hours  Works 3-4 hours  Works > 4 hours

Specifics/Comments: Janet worked for two hours with a ten minute break after one hour - she should be able to increase her endurance quickly.

### 5. Orienting:

Small area only  One room  Several rooms  Building wide  Building & ground

Specifics/Comments: Janet is able to locate specific rooms in a large warehouse such as finding the restroom and break area after being shown the location once.

**6. Physical mobility:**

Sit/stand in one area  Fair ambulation  Stairs/minor obstacles  Full physical abilities

Specifics/Comments: Janet does not have any physical limitations.

**7. Independent work rate: (no prompts)**

Slow pace  Steady/average pace  Above average/sometimes fast pace  Continual fast pace

Specifics/Comments: During the situational assessments, Janet worked at a slow steady pace. Production standard should be determined from day one of employment for training.

**8. Appearance:**

Unkempt/poor hygiene  Neat/clean but clothing unmatched  
 Unkempt/clean  Neat/clean and clothing matched

Specifics/Comments: Janet is very particular about her physical appearance. She loves to dress-up and a workplace that allows her to do so would be a good match.

**9. Communication:**

Uses sounds/gestures  Speaks unclearly  
 Unkempt/clean  Communicates clearly, intelligible to strangers

Specifics/Comments: Janet speaks in sentences and enjoys interacting with people.

**10. Appropriate social interactions:**

Rarely interacts appropriately  Initiates social interactions infrequently  
 Polite, responses appropriate  Initiates social interactions frequently

Specifics/Comments: A job site where Janet can interact with people and talk is important. She may not do well where the employer does not allow coworkers to talk to each other except for breaks.

**11. Unusual behavior:**

Many unusual behaviors  Few unusual behaviors  No unusual behaviors

Specifics/Comments: Janet "loves" to talk. She will interrupt coworkers when working, which is reported as an issue at her day program. A careful match to a job and/or training will support her

**12. Attention to task/perseverance:**

Frequent prompts required  Intermittent prompts/low supervision required  
 Intermittent prompts/high supervision required  Infrequent prompts/low supervision required

Specifics/Comments: Janet required prompts - every 10-15 minutes to keep working during the assessment. She does respond to reminders and did well w/ the system of least prompts. Coworker support will be important.

**13. Independent sequencing of job duties:**

Cannot perform tasks in sequence  Performs 4-6 tasks in sequence  
 Performs 2-3 tasks in sequence  Performs 7 or more tasks in sequence

Specifics/Comments: Janet did best with 2-3 tasks in sequence. She performed well in the laundry where she used a pressing machine for napkins and tablecloths. She then moved from that task to folding wash cloths and towels.

**14. Initiative/motivation:**

Always seeks work     Sometimes volunteers     Waits for directions     Avoids next task

Specifics/Comments: Janet was observed asking a coworker for assistance stocking shelves at Hechingers. She volunteered assistance to help a coworker in the laundry at the Jefferson Hotel.

**15. Adapting to change:**

Adapts to change     Adapts to change with great difficulty  
 Adapts to change with some difficulty     Rigid routine required

Specifics/Comments: Janet would need a schedule where the work tasks were the same each day - as well as occurring at the same time each day.

**16. Reinforced needs:**

Frequent required     Infrequent (weekly sufficient)  
 Intermittent (daily) sufficient     Pay check sufficient

Specifics/Comments: Janet has never worked and earned a paycheck. She did need prompts / verbal praise to continue working at all the situational assessment sites. A workplace where there is a supervisor or coworker who could provide feedback at least hourly would be important.

**17. Family Support**

Very supportive of work     Indifferent about work  
 Supportive of work with reservations     Negative about work

Specifics/Comments: The family really want Janet to have a job! They do not want her to have a janitorial position due to her sensitivity to odors.

**18. Customer's financial situation:**

Financial ramifications no obstacle     Reduction of financial aid is a concern  
 Requires job with benefits     Unwilling to give up financial aid

Specifics/Comments: The parents are very concerned about health care.

**19. Discrimination skills:**

Cannot distinguish between work supplies     Distinguishes between work supplies  
 Distinguishes between work supplies with an external cue

Specifics/Comments: \_\_\_\_\_

**20. Time awareness:**

Unaware of time and clock function     Can tell time to the hour  
 Identifies breaks and lunch     Can tell time in hours and minutes

Specifics/Comments: \_\_\_\_\_

**21. Functional reading:**

None     Sight words/symbols     Simple reading     Fluent reading

Specifics/Comments: Janet could not read the store location finder at Hechingers. Her mother reports that she only knows a few site words such as "Ladies", Restroom, Stop, Danger.

**22. Functional math:**

None     Simple counting     Simple addition/subtraction     Computation skills

Specifics/Comments: Janet can count to 100 and understands one to one correspondence.

**23. Independent street crossing:**

None     Crosses 4 lane street with light  
 Crosses 2 lane street with light     Crosses 4 lane street without light  
 Crosses 2 lane street without light

Specifics/Comments: Janet is able to cross a street if there is a light or cross walk signs. Her parents do not want her working in an area where there are no lights or signs to cue her when to cross.

**24. Handling criticism/stress:**

Resistive/argumentative     Accepts criticism/does not change behavior  
 Withdraws into silence     Accepts criticism/changes behavior

Specifics/Comments: Janet is easily prompted to work - for instance when she stopped work at the situational assessment sites, she would return immediately when prompted by the job coach.

**25. Acts/speaks aggressively:**

Hourly     Daily     Weekly     Monthly     Never

Specifics/Comments: Janet does not have any inappropriate behaviors - other than perhaps being "too" social. She needs a workplace where this will be acceptable.

**26. Travel skills:** (check Yes or No for each item)

Requires bus training     Yes     No  
Uses bus independently/no transfer     Yes     No  
Uses bus independently/makes transfer     Yes     No  
Able to make own travel arrangements     Yes     No

Specifics/Comments: Janet has never used the bus independently. Her parents are willing for her to learn but want to be informed of her progress prior to fading by the job coach.

**27. Benefits consume needs:** (check Yes or No for each choice)

0 = None     Yes     No  
1 = Sick Leave     Yes     No  
2 = Medical/health benefits     Yes     No  
3 = Paid vacation/annual leave     Yes     No  
4 = Dental benefits     Yes     No  
5 = Employee discounts     Yes     No  
6 = Free or reduced meals     Yes     No

7 = Other (specify): Will accept a job without benefits since she only wants to work 25 hours a week.

**28. Check all that customer has performed:**

- |  |  |  |  |
|--|--|--|--|
| <input checked="" type="checkbox"/> Bus tables | <input checked="" type="checkbox"/> Sweeping | <input type="checkbox"/> Dish machine use  | <input type="checkbox"/> Keeping busy                |
| <input type="checkbox"/> Food prep.            | <input type="checkbox"/> Assembly            | <input type="checkbox"/> Mopping (indust.) | <input type="checkbox"/> Clerical                    |
| <input type="checkbox"/> Buffing               | <input type="checkbox"/> Vacuuming           | <input type="checkbox"/> Food line supply  | <input type="checkbox"/> Pot scrubbing               |
| <input type="checkbox"/> Dusting               | <input type="checkbox"/> Restroom cleaning   | <input type="checkbox"/> Trash disposal    | <input checked="" type="checkbox"/> Other: (specify) |
| <input checked="" type="checkbox"/> Stocking   | <input type="checkbox"/> Washing equipment   | <input type="checkbox"/> Food serving      |  |

Janet participated in there situational assessments including folding laundry, using a pressing machine, vacuuming, rolling silverware, and busing tables. She prefers to work at a laundry. She does not want a janitorial job.

**Medications?**

Janet is not on any medications at this time.

**Medical Complications/Conditions?**

The parents report that Janet does not have any medical complications. She does not like strong odors. This needs to be considered for job placement.

**Additional Comments:** \_\_\_\_\_

A job that requires repetition in a work environment that has limited distractions would be optimal. She could benefit from a workplace with coworker support such as the laundry room where she worked alongside a coworker to press laundry through the pressing machine.

Janet's preference across her three situational assessment sites was collecting and sorting linens, folding laundry, using the pressing machine.

Janet is very social and is able to initiate conversation with coworkers and customers.

Janet's endurance was consistent across two hour work periods with a ten minute break during assessments that occurred in the morning as early as 7:30 am and as late as 3:00 pm.

Janet is able to ask questions when she needs assistance.

Please direct any questions regarding this report to Mary Simmons at 804-828-5956.