



Confidence is Key: Increasing Self-Efficacy to Empower Employees

Ariel A. Griffith, OTS

Faculty Mentor: Kathryn Duke, OTD, OTR/L

Site Mentor: Richard McHam, OTD, OTR/L

West Coast University – Center for Graduate Studies



DOWNTOWN **WOMEN'S** CENTER
Every woman housed

Site Description

- 501©(3) nonprofit, donor-supported organization
- The only all-women outreach and residential center in the greater Los Angeles area.
- **Mission:** to completely eradicate “homelessness experienced by women in the greater Los Angeles area through housing, wellness, employment, and advocacy” (Downtown Women’s Center [DWC], 2022).
- **Purpose:** to provide permanent supportive housing for women with physical disabilities, severe mental health concerns, and victims of domestic violence within their two locations.

Identified Needs

1. Development and implementation of employee education, advocacy, and training program.
2. Development of OT site-wide intake assessment
3. Identify safety, rights, and meaningful employment for residents.

Literature Review

- Individuals with disabilities often lack meaningful or long-term employment due to employers’ lack of self-efficacy caused by a lack of education and training to offer the best support (Fogel & Lamash, 2022).
- Individuals with disabilities are often limited by various barriers resulting in restricted job opportunities which often deprioritize the individual’s interests (Lannigan and Noyes, 2019).
 - Resulting in social withdrawal and low employment rates
- A crucial need for wraparound services and increased interprofessional collaboration within community mental health facilities that will address the specific employment needs of individuals with disabilities. (Ratzon et al., 2019).
- Lack of self-efficacy and confidence when working with individuals with disabilities is often misconceived as disability discrimination In the workplace. It is often perceived as unwilling to work with people with disabilities (Victor et al., 2017).

Learning Objectives

- Obtain advanced clinical knowledge of ergonomic safety and evaluation
- Create, implement, and evaluate a program that increases self-efficacy in employees who work to employ individuals with disabilities
- Increase interprofessional collaboration to aid in the development of the OT department
- Identify and implement a client-centered intervention to guide residents in identifying meaningful employment.

Project Description

- **Purpose:** Develop a program with resources that WFD employees can use to increase self-efficacy when assisting people with disabilities identify and gain meaningful employment.
- This disability advocacy and training program was a 2-part course that focused on increasing WFD staff self-efficacy to support clients transitioning and maintaining employment. The first part addressed disability education, self-efficacy exercises, and case-based scenarios to apply knowledge. The second session addressed workplace disability advocacy and ergonomic adaptations and safety in the workplace, supplemented with one facilitator manual and one participant workbook.

Program Description

- **Program:** Disability Advocacy and Training
- **Program Objectives:** WFD employees will
 - To report feelings of confidence when working with people with disabilities
 - To have a basic knowledge of commonly seen disabilities
 - To feel confident advocating for people with disabilities
 - Be able to identify at least 5 common adaptations in the workplace
 - To have a working knowledge of ergonomic safety in the workplace
- **Workshop Topics:**
 - Misconceptions of people with disabilities in the workplace
 - Common disability education
 - Identifying and providing adaptation resources
 - Exercises to increase self-efficacy in the workplace
 - How to advocate for people with disabilities
 - Occupational therapy’s role in determining meaningful employment
 - Ergonomic safety for people with disabilities in the workplace

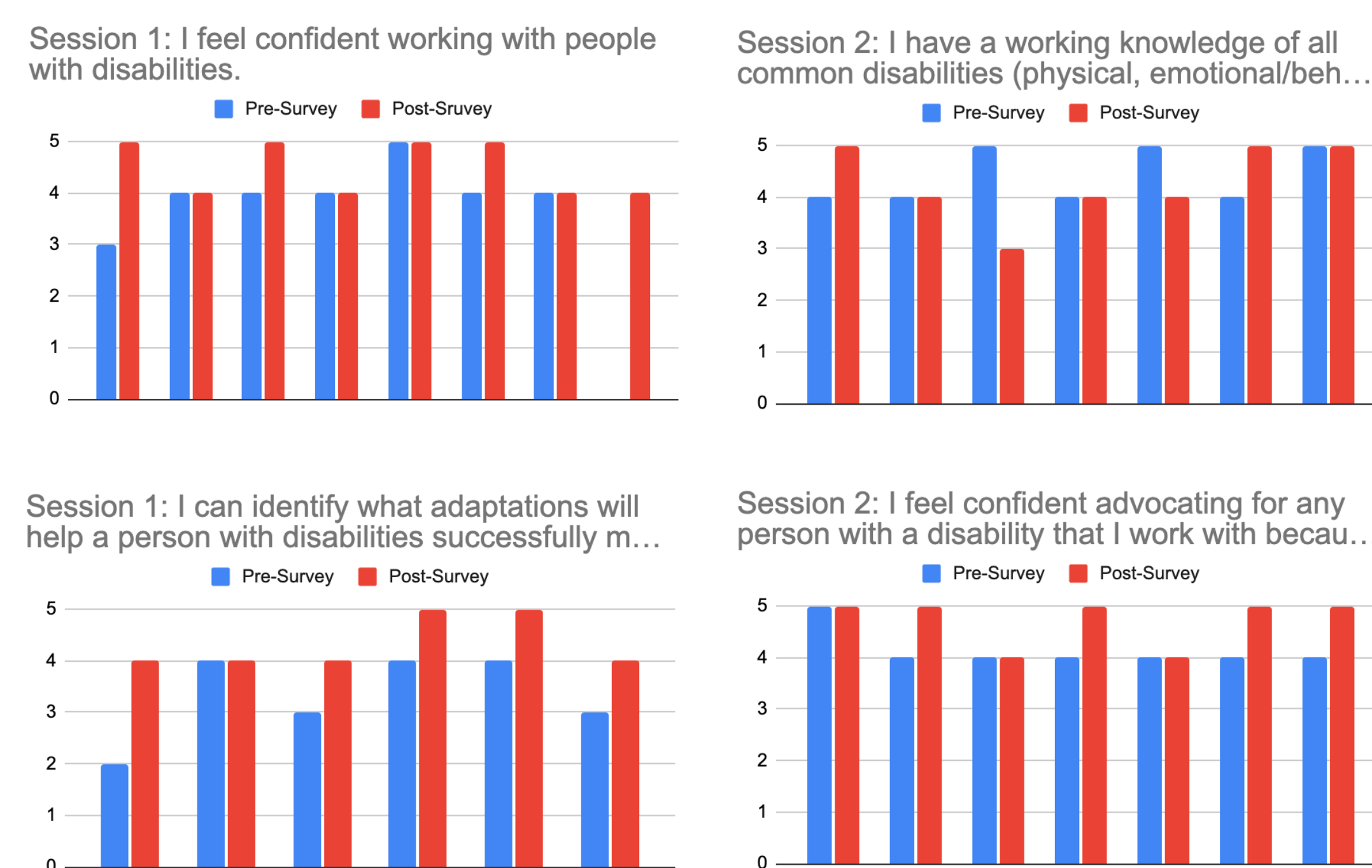
Evaluation

- **Intake Assessment for OT department:**
 - Three different revisions were approved by permanent supportive housing staff before being administered to residents at DWC.
- **Workshop(s):**
 - Pre and post-test surveys were distributed at the start and conclusion of each workshop.
 - Survey results were kept anonymous and analyzed on JASP for accurate statics.
- **Resident Meaningful Employment group:**
 - Pre-Survey and Post-Survey were distributed at the beginning and conclusion of the group
 - Open feedback was encouraged after the session
 - Program planning protocol and resources were approved by the site mentor

Project Outcomes

- **Disability advocacy and training workshop attendee results:**
 - Total invited to attend the workshop(s): 58
 - Total in attendance: 15
 - Total survey responses (pre/post combined): 29

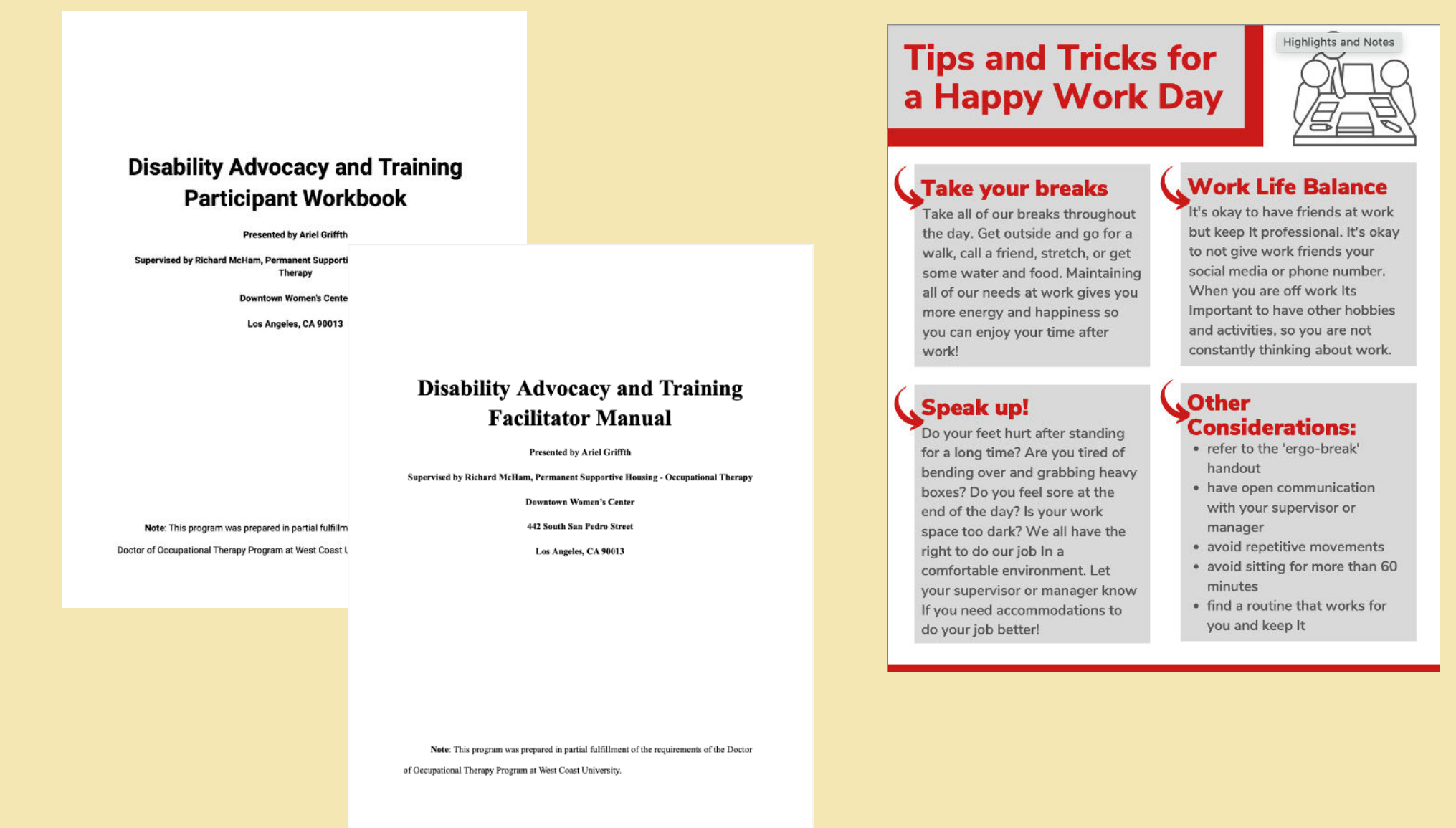
Disability Advocacy and Training Results:



- The survey identified self-efficacy & confidence, disability education, OA, ergonomic safety
- Evidence of an average 2-point increase in all post-survey results.
- **100%** of Participants expressed higher **self-efficacy and confidence** when assisting clients with disabilities in finding employment.

Scholarly Deliverables

- **Disability Advocacy and Training Resources**
- Workshop PowerPoint
- 1 Facilitator Handbook
- 1 Participant Workbook
- **1 Occupational therapy intake assessment**
- **An employee self-efficacy survey template**



Acknowledgements

- A sincere thank you to Dr. Leizerovich, Dr. Duke, and Richard McHam (OTD) for mentorship and continuous support throughout the entire process of the capstone project.
- A special thanks to Jasmine Pelayo, a teammate, fellow capstone student, and dear friend that offered continuous support and feedback throughout our time at Downtown Women’s Center.
- Lastly, thank you to Workforce Development Staff, Jeanine, and Downtown Women’s Center as a whole, who provided a safe and encouraging place that, without this program, would not have been possible.

References available upon request