GAP Analysis

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MARC, LLC

TOOLS

- Gap Analysis
- Flow charts and diagrams

GAP Analysis: Purpose and Value

The GAP Analysis format is the most valuable management tool in our tool box. It can be used to:

1) evaluate the job match;
2) structure the proposal to employer;
3) communicate barriers to the participant, employer and funding source;
4) provide development plan for employee or supervisee; and
5) coordinate and provide a report structure for all supports needed for a participant, employee or supervisee.

Job Match Process

We must identify:

1) a specific “job requirement(s)”;
2) a person’s current level of functioning to perform that job requirement (hard and soft skills); and
3) the intervention(s)/support(s) to be used to help that person accomplish the required job requirement.

Employment Proposal

The analysis data also:

1) forms the foundational structure for the employment proposal;
2) communicates the initial job match decision to all stakeholders; and
3) helps structure and report the necessary job supports through follow along.

Initiating the format

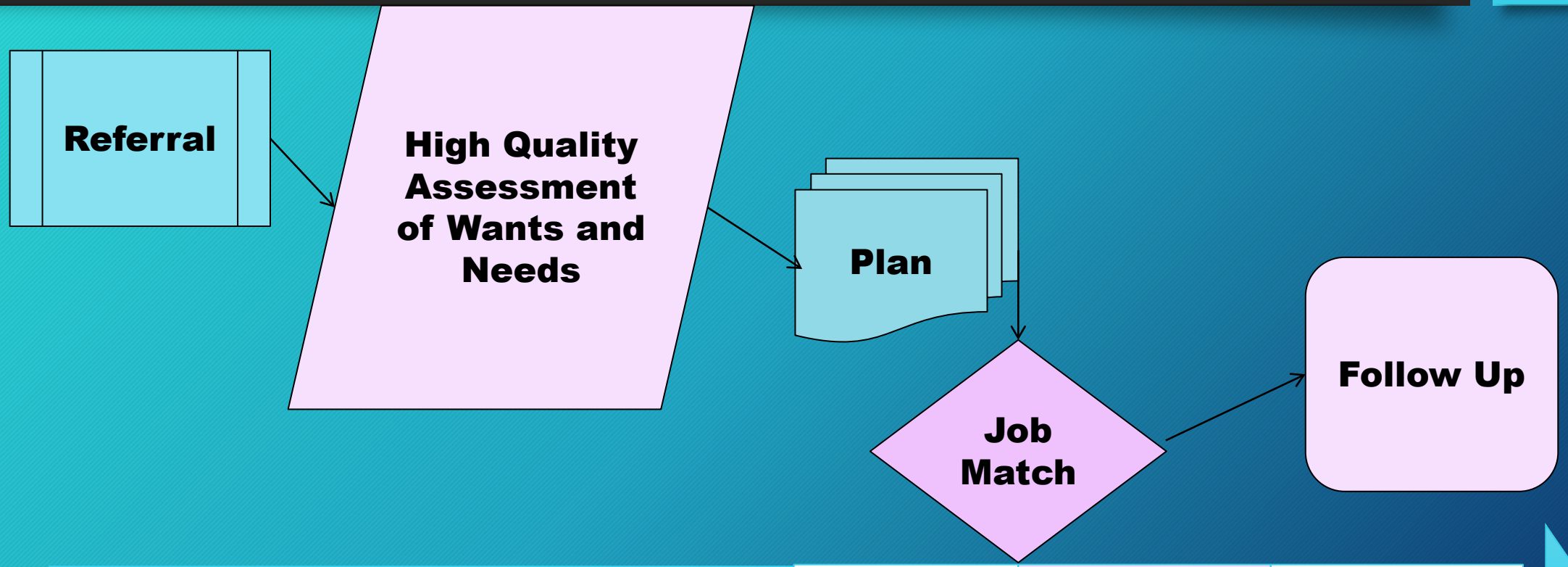
The gap analysis format is initiated when a job requirement barrier or growth opportunity is identified. Meaning, a participant, employee or supervisee will require some form of support such as job modification, job restructuring, training, or some combination of support strategies. (Always target the most natural support possible to successfully complete a specific work requirement.) The gap analysis tool is stopped when the person is no longer working in the position.

GAP Analysis format

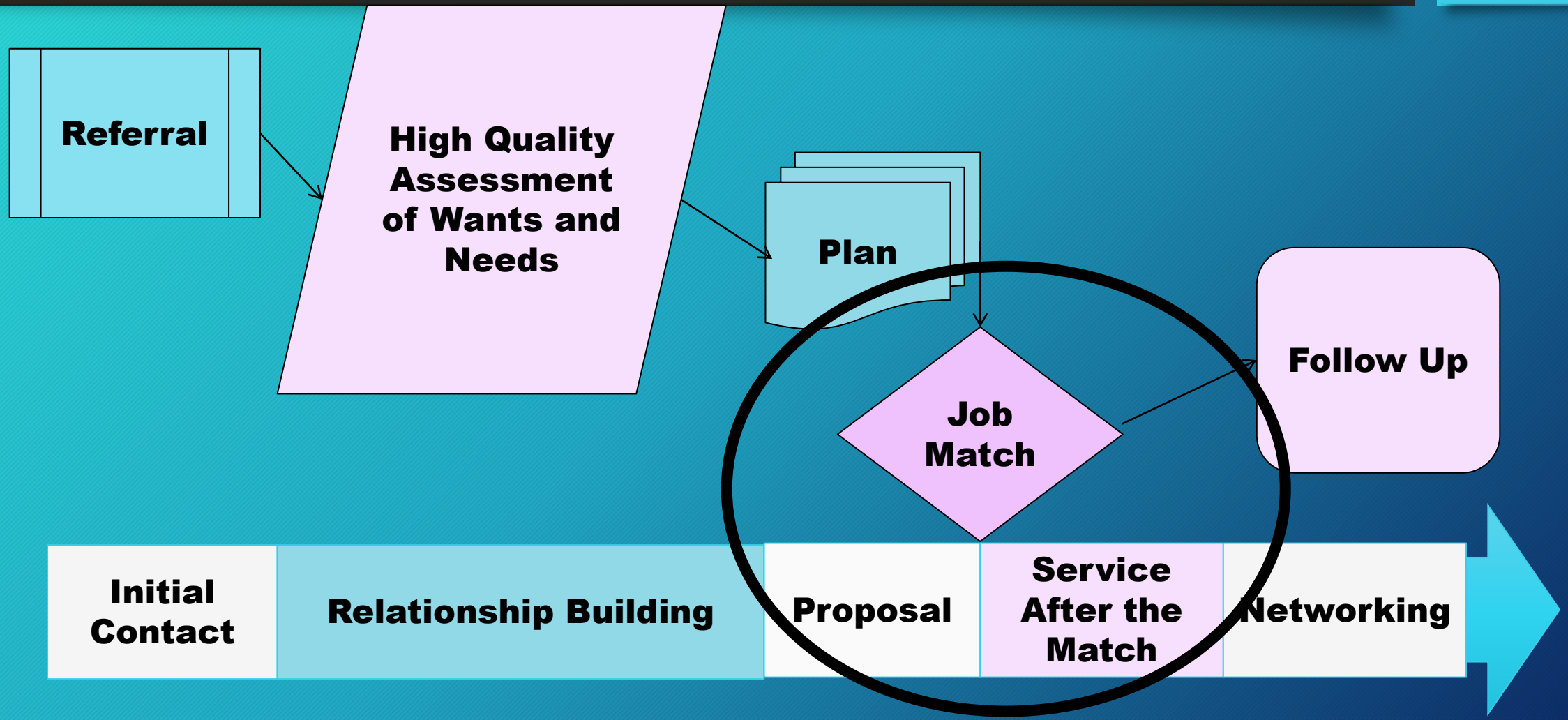
Job Expectation/ Requirement	Person's Performance Level or Status	Support Strategy or Intervention		Progress

Date

EMPLOYMENT FLOW



EMPLOYMENT FLOW



Job Requirement (example)

Telling time to the minute to document the end of billing increment.

If the person tells time to the minute, second, or fraction of a second then there would be no GAP. Therefore no need to document on the GAP analysis.

GAP Analysis format

Job Expectation/ Requirement	Person's Performance Level or Status	Support Strategy or Intervention	Date	Progress
Telling time to the minute to document the end of billing increment.				

GAP Analysis format

Job Expectation/ Requirement	Person's Performance Level or Status	te
Telling time to the minute to document the end of billing increment.	Tells time to the hour.	

Other examples might be:

1) Tells time by passage of daily activities; or
2) No understanding of the passage of time.

GAP Analysis format

Support Strategies:
1) Job Restructuring;
2) Job Modification or Adaptive Tool;
3) Training; or
4) Combinations of the above.

Job Expectation/ Requirement	**Person's Performance Level or Status**	**Support Strategy o Intervention**
Telling time to the minute to document the end of billing increment.	Tells time to the hour.	

GAP Analysis format

Job Expectation/ Requirement	Person's Performance Level or Status	Support Strategy or Intervention
Telling time to the minute to document the end of billing increment.	Tells time to the hour.	Uses iPhone with a verbal grid to document billing. Switches tasks with coworker, coworker documents billing and Jill will keep both work stations stocked with repair materials.

An example of a job modification, and an example of a job restructuring.

GAP Analysis format

Job Expectation/ Requirement	Person's Performance Level or Status	Support Strategy or Intervention	Date	Progress
Telling time to the minute to document the end of billing increment.	Tells time to the hour.	Uses iPhone with a verbal grid to document billing.		

GAP Analysis format

Job Expectation/ Requirement	Person's Performance Level or Status	Support Strategy or Intervention	Date	Progress
Telling time to the minute to document the end of billing increment.	Tells time to the hour.	Uses iPhone with a verbal grid to document billing.		
REQUIREMENT 2	PERFORMANCE LEVEL 2	INTERVENTION/s 2		
REQUIREMENT 3	PERFORMANCE LEVEL 3	I NTERVENTION/s 3		
REQUIREMENT etc.	PERFORMANCE LEVEL etc.	INTERVENTION/s etc.		

Proposal to the Employer

“Here are the barriers that exist, and here are the interventions to over come the barriers.”

THIS IS THE VALUE ADDED BY US TO ALL THREE OF OUR CUSTOMERS!

Keys to Success

How of many of you are trying to write notes every day or week?

How many of you have multiple team members providing support or follow up?

How many situations are there which have inconsistent support at the employment site?

GAP Analysis format becomes the Support Plan

Job Expectation/ Requirement	Person's Performance Level or Status	Support Strategy or Intervention	Date	Progress
Telling time to the minute to document the end of billing increment.	Tells time to the hour.	Uses iPhone with a verbal grid to document billing.		
REQUIREMENT 2	PERFORMANCE LEVEL 2	INTERVENTION/s 2		
REQUIREMENT 3	PERFORMANCE LEVEL 3	I NTERVENTION/s 3		
REQUIREMENT etc.	PERFORMANCE LEVEL etc.	INTERVENTION/s etc.		

Progress reports

“Had a great day, things seems to be on track.”

“Novelettes”

Wasted hours of thinking about what to say…

What is in a complete progress note.

1) Statement of the support need/barrier.
2) Strategy to intervene.
3) Effectiveness of the intervention.

GAP Analysis format becomes the Progress Report

Job Expectation/ Requirement	Person's Performance Level or Status	Support Strategy or Intervention	Date	Progress
Telling time to the minute to document the end of billing increment.	Tells time to the hour.	Uses iPhone with a verbal grid to document billing.		
REQUIREMENT 2	PERFORMANCE LEVEL 2	INTERVENTION/s 2		
REQUIREMENT 3	PERFORMANCE LEVEL 3	I NTERVENTION/s 3		
REQUIREMENT etc.	PERFORMANCE LEVEL etc.	INTERVENTION/s etc.		

GAP Analysis format becomes the Progress Report

Nov 3, 2020

Job Expectation/ Requirement	Person's Performance Level or Status	Support Strategy or Intervention		Progres
Telling time to the minute to document the end of billing increment.	Tells time to the hour.	Uses iPhone with a verbal grid to document billing.		
REQUIREMENT 2	PERFORMANCE LEVEL 2	INTERVENTION/s 2		
REQUIREMENT 3	PERFORMANCE LEVEL 3	I NTERVENTION/s 3		
REQUIREMENT etc.	PERFORMANCE LEVEL etc.	INTERVENTION/s etc.		

GAP Analysis format as the Progress Report

Nov 3, 2020

Job Expectation/ Requirement	Person's Performance Level or Status	Support Strategy or Intervention		Progress
Telling time to the minute to document the end of billing increment.	Tells time to the hour.	Uses iPhone with a verbal grid to document billing.		Continues to be very effective.
REQUIREMENT 2	PERFORMANCE LEVEL 2	INTERVENTION/s 2		30% improvement from last week.
REQUIREMENT 3	PERFORMANCE LEVEL 3	I NTERVENTION/s 3		95% of expected rate.
REQUIREMENT etc.	PERFORMANCE LEVEL etc.	INTERVENTION/s etc.		

GAP Analysis format as the Progress Report

Nov 3, 2020

Job Expectation/ Requirement	Person's Performance Level or Status	Support Strategy or Intervention		Progress
Telling time to the minute to document the end of billing increment.	Tells time to the hour.	Uses iPhone with a verbal grid to document billing.		Continues to be very effective.
REQUIREMENT 2	PERFORMANCE LEVEL 2	INTERVENTION/s 2		30% improvement from last week.
REQUIREMENT 3	PERFORMANCE LEVEL 3	I NTERVENTION/s 3		Is not maintaining standard required.
REQUIREMENT etc.	PERFORMANCE LEVEL etc.	INTERVENTION/s etc.		

GAP Analysis format as the Progress Report

Nov 4, 2020

Job Expectation/ Requirement	Person's Performance Level or Status	Support Strategy or Intervention		Progress
Telling time to the minute to document the end of billing increment.	Tells time to the hour.	Uses iPhone with a verbal grid to document billing.		Continues to be very effective.
REQUIREMENT 2	PERFORMANCE LEVEL 2	INTERVENTION/s 2		30% improvement from last week.
REQUIREMENT 3	PERFORMANCE LEVEL 3	Different Intervention		Progress on new Intervention.
REQUIREMENT etc.	PERFORMANCE LEVEL etc.	INTERVENTION/s etc.		

GAP Analysis format for Employee or Supervisee.

			Date	
Job Expectation/ Requirement	**Person's Performance Level or Status**	**Support Strategy or Intervention**		**Progress**
Progress reports must be complete and on time.	Progress reports are incomplete and late weekly.	Training on GAP Analysis format and with 1:1 coaching sessions.		

GAP Analysis format for Individual Development Plan

Job Expectation/ Requirement	Person's Performance Level or Status	Support Strategy or Intervention		Progress

Date

QUESTIONS?