

Introduction to Discovery

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MARYLAND WEBINAR SERIES

MAY

What's Discovery, How'd we get here?

- Background
- Current Reality
- Introduction of Discovery



Objectives

- What is Discovery and how does it fit into Customized Employment
- Discovery leads to employment
- Discovery is a qualitative, competency based form of assessment
- Discovery can work for anyone

Today's current reality

April 2016 Disability Employment Statistics Ages 16 years and over

- Labor Force Participation
 - People with disabilities: 20.4%
 - People without disabilities: 68.3%
- Unemployment Rate:
 - People with disabilities: 10.7%
 - People without disabilities: 4.4%

United State Department of Labor (April 2016). Office of Disability Employment Policy (ODEP). Retrieved from: <https://www.dol.gov/odep/>

Today's current reality

- What's working and what's not?
- Family members and people with disabilities are expressing interest in PAID community employment
- Statistics articulate that working is a cost saving to tax payers (work of Rob Cimeria)
- Statistics show that people have to often unlearn what they learned in facility based settings
- Students experiencing paid employment before leaving school is one of the top predictors to students having paid integrated employment after graduation

Various ways of job development

Supported Employment

- Traditional means of obtaining employment
- Sales approach, uses labor market statistics to guide development

Individual Placement and Support (IPS)

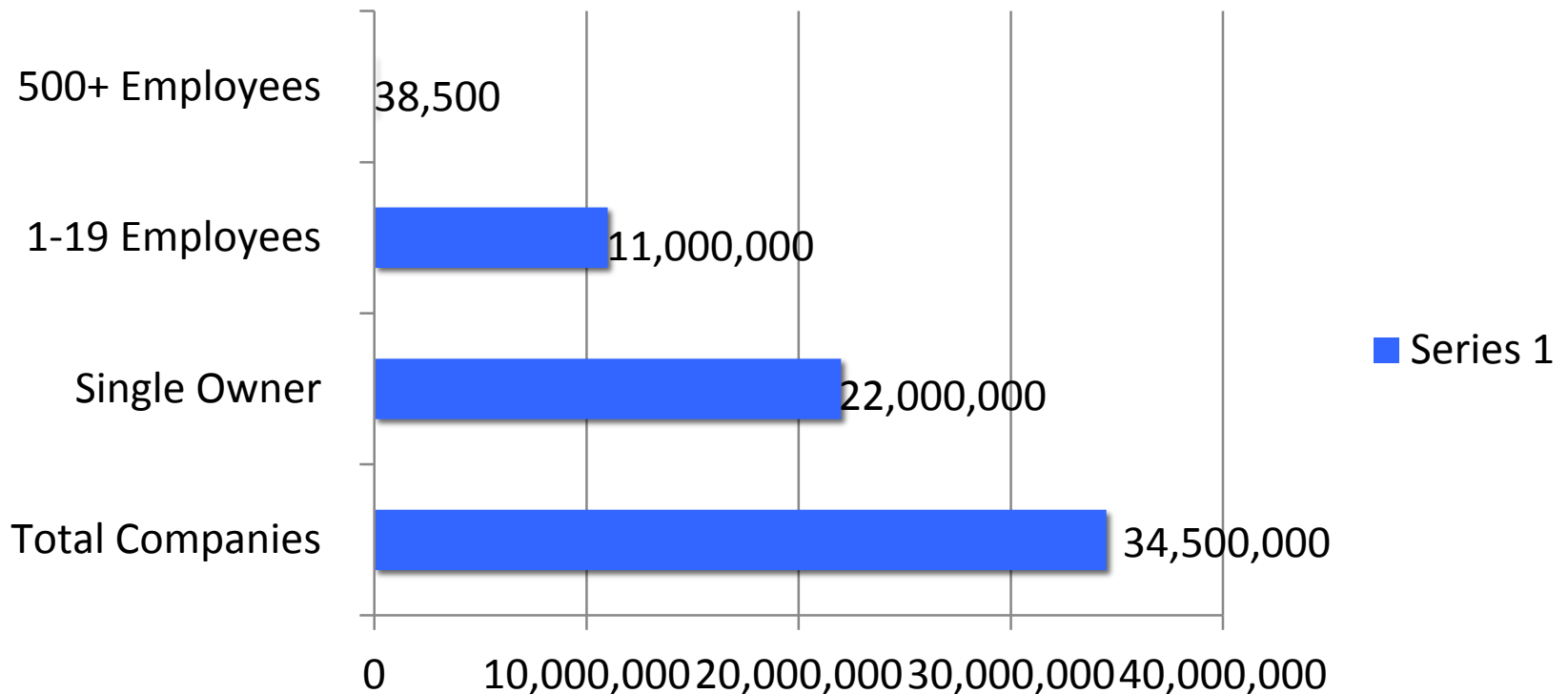
- 8 Guiding Principles
- Evidence Based Model, main focus supporting individuals who experience mental illness

Customized Employment

- Termed by the Office of Disability Employment Policy
- Uses a competency based, function assessment called Discovery to identify persons skills, abilities, contributions and conditions to drive job development

Businesses in U.S.

Series 1



Forgoing the Traditional Employment Process

TRADITIONAL METHODS

Approaching Big Box Retailers

Retail, Chain Stores

Paper Resumes

Applications

“Are you Hiring?”

CUSTOMIZED EMPLOYMENT

Approaching artisanal, small businesses for advice

Visual Resumes

Applications, only as a necessary process

“Can I ask you for some advice?”

“Customized employment means individualizing the employment relationship between employees and employers in ways that meet the needs of both.”

-- The United States Department of Labor, Office of Disability and Employment Policy

Customized employment process



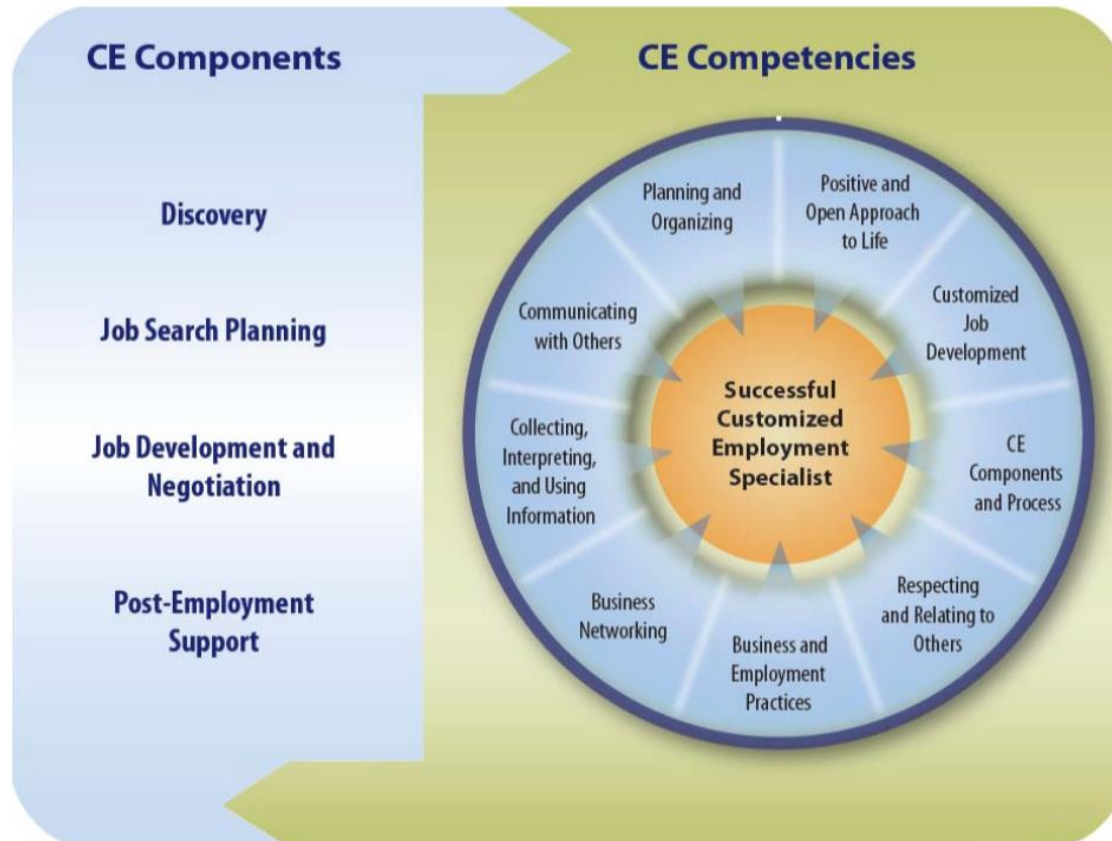
Discovery: “Process of gathering information from the job seeker and the CE support team to determine the job seeker’s interests, skills and preferences related to potential employment that guide the development of customized employment.”

Job Search Planning: “Using the information learned about an individual job seeker in Discovery to develop a plan toward a meaningful employment, determine a list of potential employers, and conduct an analysis of benefits.”

Job Development and Negotiation: “Working Collaboratively with the individual and the employer to negotiate a customized job; the provision of supports; and the terms of employment that will match the individuals' interests, skills, conditions necessary for success, and specific contributions, and will fill the unmet needs of an employer.”

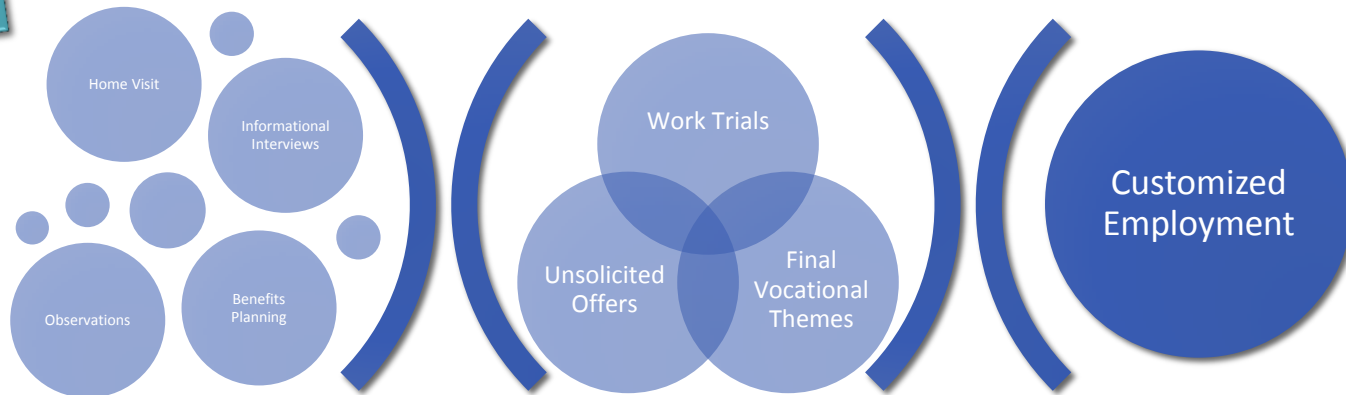
Post Employment Supports: “Setting up on-going post-employment supports and monitoring the employment relationship to ensure satisfaction of both the individual and the employer.”

Core Components of CE



The Customized Employment Process

Discovery



Discovery and Customized Employment



Discovery will answer...

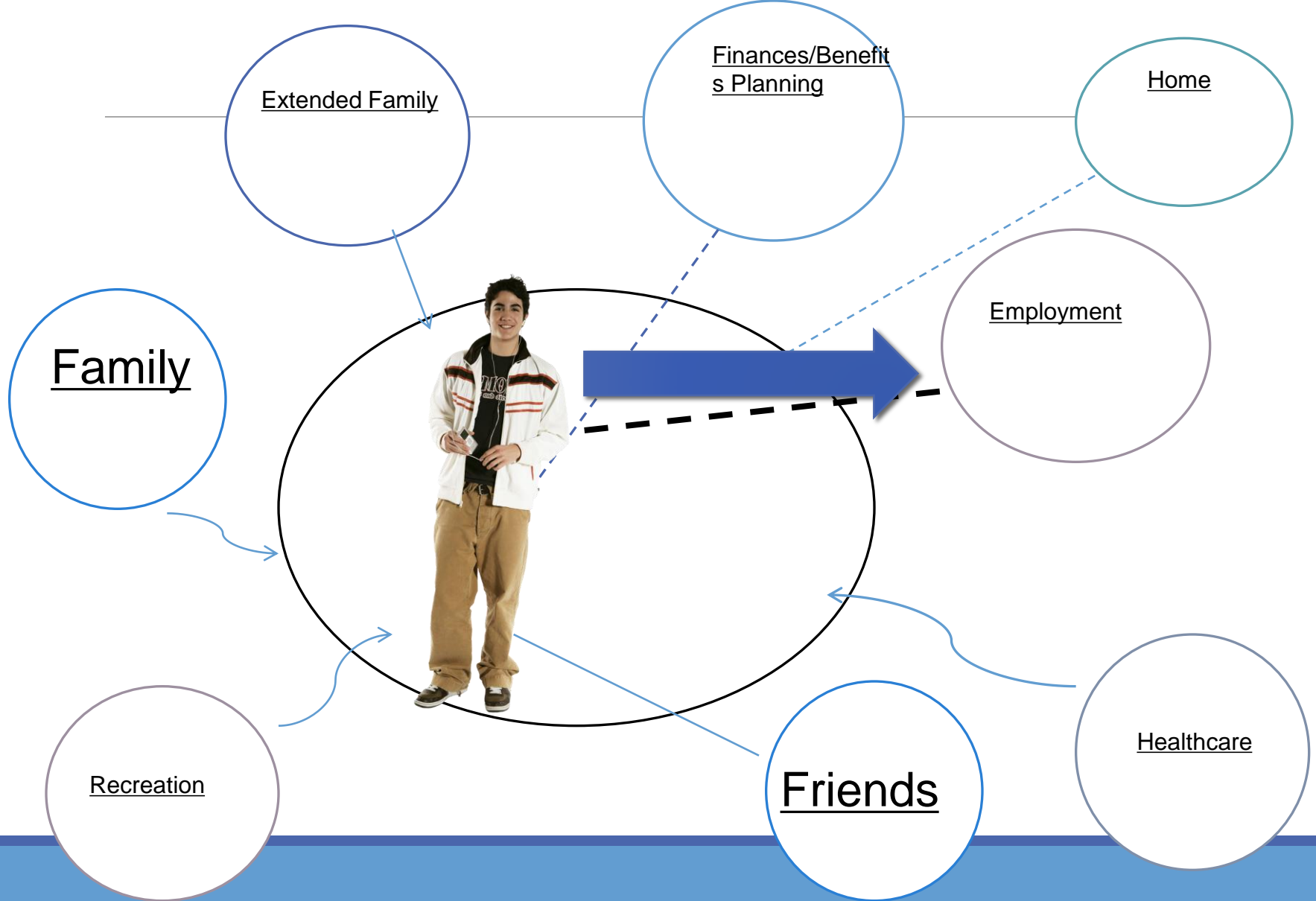
Who is this person?

What are their ideal conditions of employment?

What themes will drive the job development?

Trust the Process and Gather Information!

Discovery: Who this person?



Components of Discovery

- Time Limited (6-8 weeks)
- Time investment (20-40 hours)
- Individualized (one person at a time)
- Competency based (always leads to employment)
- Pulls in unpaid experts (those who know the person at their best)
- Requires a team approach and creative thinking
- Takes about a year to become proficient

Stages of Discovery

- Home Visit
- Identifying Skills, Interests, Abilities and Conditions
- Building a Team

Who is the best fit for Discovery?

- Someone who has been looking for employment for an extended period of time
- Has spent time in a facility based environment
- Has limited life experience
- Has had various employment but difficult maintaining a job
- No prior work experience
- Has been labeled as unemployable
- Discovery/CE is not disability specific

Step 1:

THE HOME VISIT/NEIGHBORHOOD MAPPING

The home visit: what is it?

- First step in Discovery
- Environment is important
- First way to assess and learn who someone is
- Gathering of initial information
- Invite others who know the job seeker at their best

What does it look/feel like?

It's comfortable

It's a conversation – active/smooth listening

Plan for 2 hours

Often may be scheduled during an evening or weekend

Feels like a pizza party!

Best to way get to know someone is in their environment – not ours

What you learn here drives the rest of the process!

Describing the home visit

The next step is to provide some good explanations to the employment seeker, their family and any other significant support people

Explain customized employment, the DPG process and the vocational profile (DSR). Be clear about the process and what is expected of them. Make certain the information you have about the individual is current and complete.

Check back with the team throughout the process to ensure you are all on the same page.

Scheduling the home visit

Schedule the first meeting with the individual and the family at the person's home. If meeting at home is not an option or not the choice of the individual, find an alternative, quiet, location

Choose an environment where the person is comfortable.

NOTE: The individual should control how much he or she wants to involve family – some people may have issues with their family being a part of the process.

This is a different process and it needs to be different from traditional meetings we're used to

People have gone to hundreds of meetings in social service building with a bunch of professionals sitting around a table talking about them – the home visit is different!

The home visit happens...

Meet with the individual and family for 1-2 hours at their home. In the meeting with the individual and his/her family, you should discuss the following;

- Daily routines
- Chores and other household responsibilities
- Activities the person enjoys and engages in
- History of the family and the individual, especially as it related to employment

The home visit cont.

If willing, have he/she show you their bedroom.

- Look at how it is organized
- What's in it and what it says about the person?
- Have the person demonstrate how he or she performs chores, engages in activities, etc.

Throughout the visit, observe interactions, living context, interests and skills. Ask yourself if any themes are beginning to suggest themselves

Ask for names and contact information of people who know the person well. Ask permission to interview those individuals (this leads to Stage 2)

How to keep the conversation going

- Repeat one word in the statement that was defining
- Tell me about your day yesterday
- Tell me about your family, friends...how often do you see them? What do they do for a living?
- Where do you spend your time & money?
- Questions for family/friends:
- Tell us about your son or daughter
- What does that person enjoy doing or get joy from doing?
- Associations or group involvement? (church, service clubs, etc.)
- Tell us about what you do for a living...

Outcome of home visit

An idea of...

- Skills
- Interests
- Abilities
- Conditions
- Contributions

Take two minutes....what are your skills, interests, abilities, conditions and contributions?



Home visit example



Neighborhood mapping

Transportation is an issue – developing jobs 20-30 miles away – utilize and access the community around you first. Job Development can start in the driveway!

Take a tour of the neighborhood with the individual

What are you looking for?

- Businesses in the neighborhood
- The culture you can see and feel
- Transportation available in the area
- Beneficial neighbors
- Safety concerns that might be present
- Anything and everything that you can take in

Others to be interviewed

Why we interview others....

- To get a bigger picture of who this person is
- To fill in the gaps from the Home Visit
- To expand our perspective on who this person is
- To link together information
- Identify themes
- To help answer the question, “who is this person?”

Who do we interview?

Specific family members

- Parent, Grandparents, siblings, cousins, etc.
- Friends
- Teachers
- Doctors /Therapists
- Anyone who knows this person at their best and is a significant part of their life
- Paid staff (this is a last resort)

Talk to people who are *not paid* to be in the person's life

No judging zone!

How to plan and schedule for interview

Explain the Discovery process

- Set up a time that will allow for an hour so to discuss – sometimes it takes longer
- Be willing to meet the person at their place of employment or wherever is most convenient
- Phone call will work if out of state or length of travel exceeds your agency travel budget

Questions

- Tell me about the person
- Tell me about your interactions/relationship with the person
- Let the conversation go where it needs to

Interviewing others

What patterns are emerging?

What information is consistent or new?

What does this tell you about the person?

Begin translating and connecting the information to identify emerging themes

What is learned through the home visit and interviewing others guides you where to go and what to do next!

TASK AND SKILL OBSERVATION

Linking Discovery to Observation

- “Participate with the job seeker in a novel or unfamiliar activity, as well as family activities or routines, documenting with notes and pictures information about the job seeker’s interests, performance, successful support strategies, and interactions with others”
 - This leads to identifying/confirming...
 - Skill/Task
 - Interests
 - Ideal Conditions
 - Support needs
 - Etc.

Skill and Task Observation

NOT DISCOVERY (GOING)

Worksite facility/Day Habilitation

Going to the movies

Going to the mall

Going to the grocery store (unless tied to a Discovery activity)

DISCOVERY (DOING)

Making homemade pizza/cookies

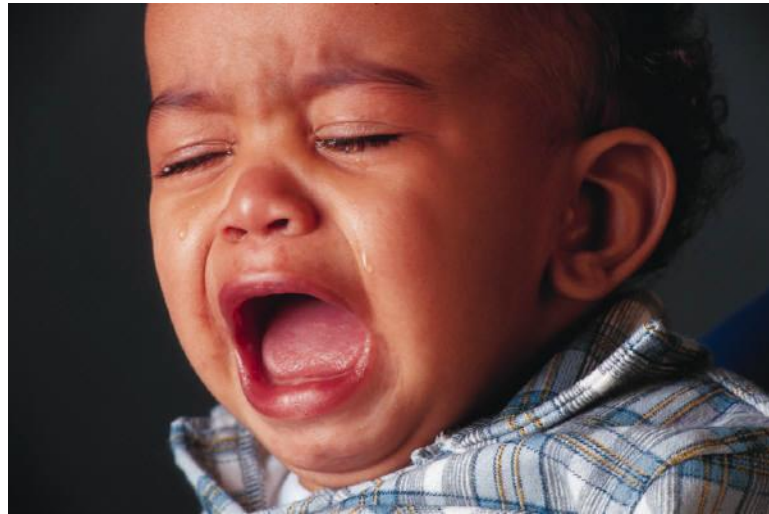
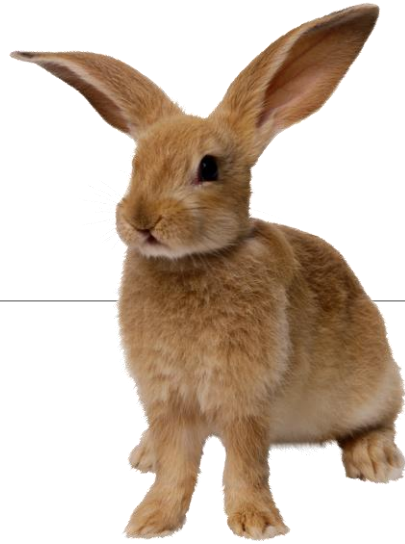
Fixing a car

Set up for singing the national anthem

Taking care of chickens

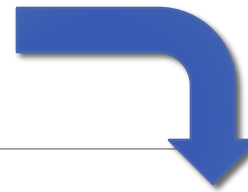
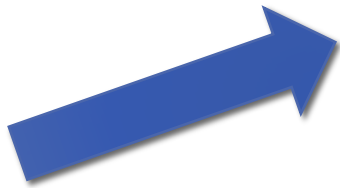
Attending family/social gathering where the job seeker has specific responsibilities

There must be purpose in the activity – what you learn from the home visits drives skill and task observation



Task and skill observation

- A task is a series of actions that complete a process (milking a cow involves multiple actions and skills)
- Look for best teaching and support strategies
- Information processing
- Try new but related tasks
- Be thinking, “where else do these or similar tasks make sense?” (this leads to future observations)
- Interests help find a direction for employment, but skills are what the person needs to be able to offer to an employer
- We use DPG to discover the person’s skills and those skills that can be developed



Building the CE team – relationship mapping

As you complete home visit and interview others you are identifying the job seekers CE team

- The team works together to get to the end goal, employment!
- Identify people known to the job seeker
- Identify people known to the team who know the community

Community action teams (cat)

Large C:

- A group of community leaders and employers who gather monthly to assist with job development

Little c:

- A person centered Customized Team that works closely with a job seeker on employment outcomes both wage and self-employment



Customized employment team

The team assigns tasks that compliment each member's skills and interests

The team spreads the work across the 3 to 6 member group that is responsible to the job seeker and to other team members

The initial home visit is essential to setting the stage to this ongoing conversation

The critical skills of the professionals involved is to probe, then listen

The focus moves from the "smooth talker" to the "smooth listener" being a silent listener draws out more information than talking

In DPG, the talkers are supposed to be the individual and those who know him/her best

Visual profile

Many people find that employment development is easier with a representational portfolio (also known as a graphic or digital resume) for the person

The portfolio could be a PPT with captions or narration. It can be any other format that is easily used by the individual to demonstrate his skills and interests to prospective employers

It's a way to show in pictures and words what has been learned about the person in the DPG process

Take pictures of the person doing things (take pictures during information interviews)

Visual Resume



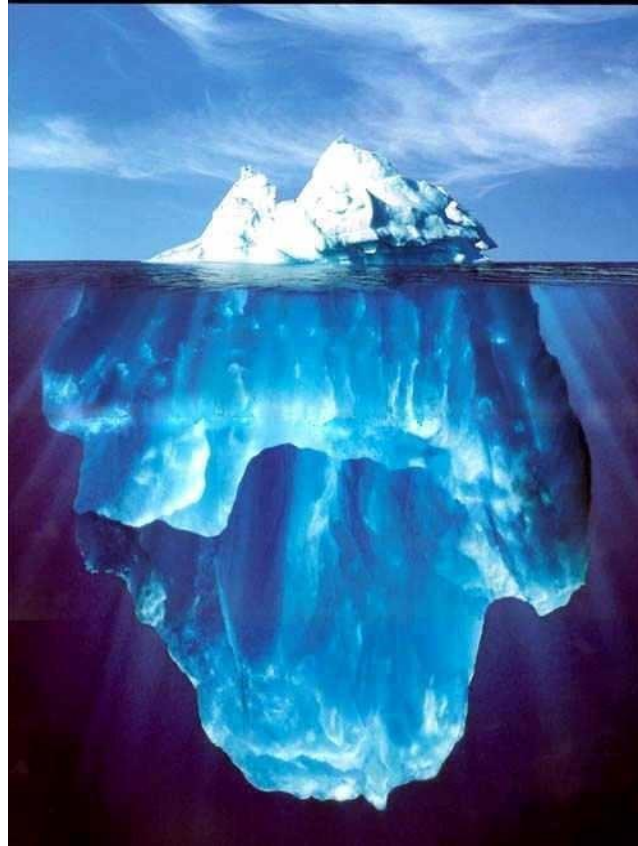
VS.

Skills and attributes that would benefit your business

Brittany is...

- Self-directed and internally motivated
- Skilled in following written task lists
- Organized
- Detail Oriented
- Experienced working with different age populations
- Responsible and on time
- Friendly, honest, and skilled in building positive relationships
- Proficient in monitoring and tracking inventory
- A quick learner and does not give up on difficult tasks

Jobs and people are like
icebergs



Outcomes of Discovery/CE

- Typical Wage Employment
- Carved Position
- Customized Internship/Apprenticeship
- Resource Ownership
- Supported Self-Employment
- Business within a business
- Self Employment

Outcomes of Discovery

Typical Wage Employment

Carved Position

Customized Internship/Apprenticeship

Resource Ownership

Supported Self-Employment

Business within a business

Self Employment

Next Steps/Things to ponder...

- Consider who you are currently supporting that Discovery could benefit
- Thinking creatively about braiding/sequencing funding to meet costs of service delivery
- Does your current structure allow for Discovery?

Contact Information

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