

Introduction to Discovery

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Customized Employment & Digging Deeper into Discovery

- Introduction of Discovery
- Getting into the weeds
- Examples and Funding Methods



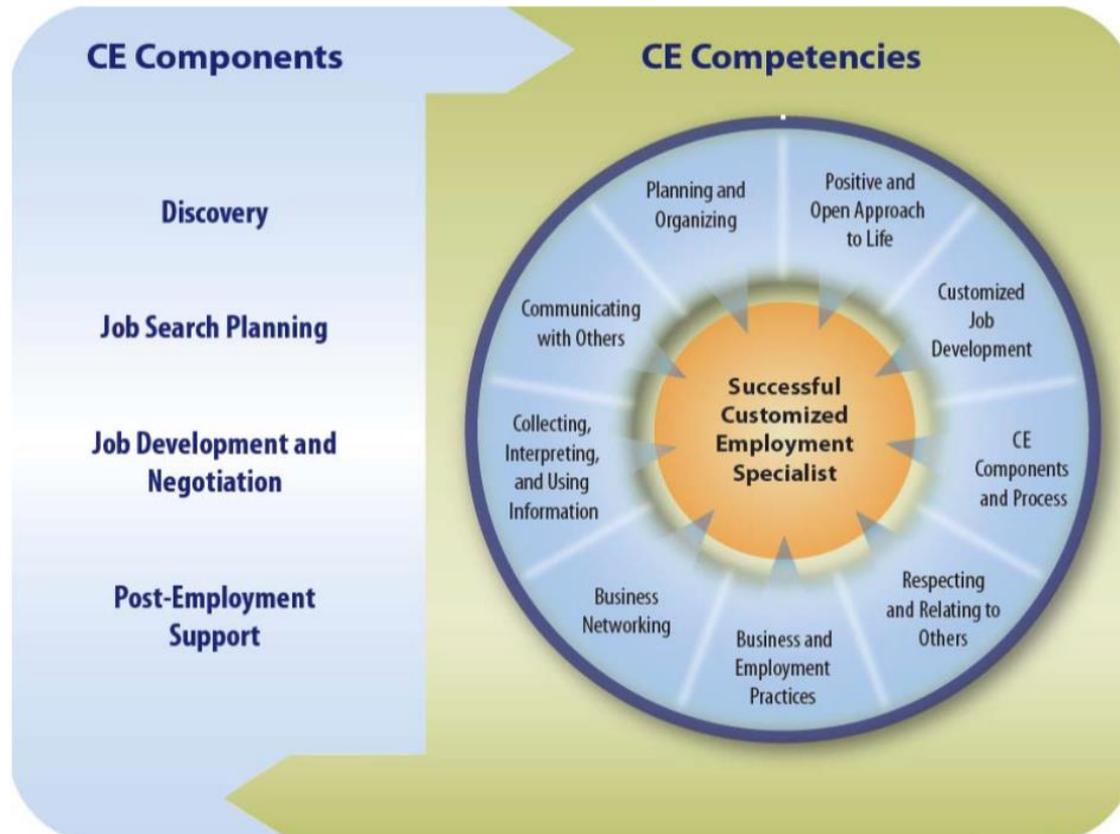
Objectives

- Discovery is a qualitative, competency based form of assessment
- Components of Discovery and Creative Strategies
- How to use Iowa's current funding structures to implement CE

“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

Core Components of CE (ODEP)



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!

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

Home Visit – Where does it fit in the system?

- Importance of learning about someone in an environment where they are comfortable
- Orientation/Intake Process (Internal)
- Career Exploration (Waiver)
- Job Development (Waiver)
- Discovery (IVRS)
- Etc.

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 the Discovery process and how it can lead to Customized Employment. 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

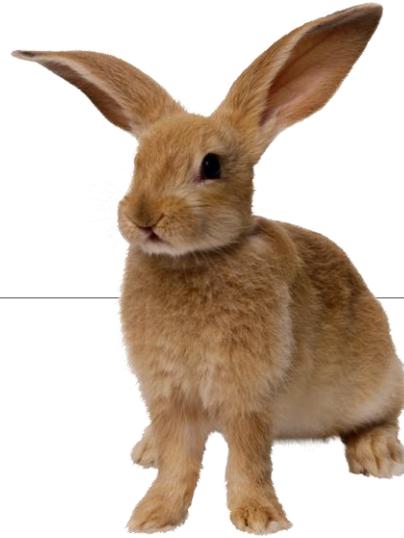
Fixing a car

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 Discovery to uncover the person’s skills and those skills that can be developed

Informational interviews

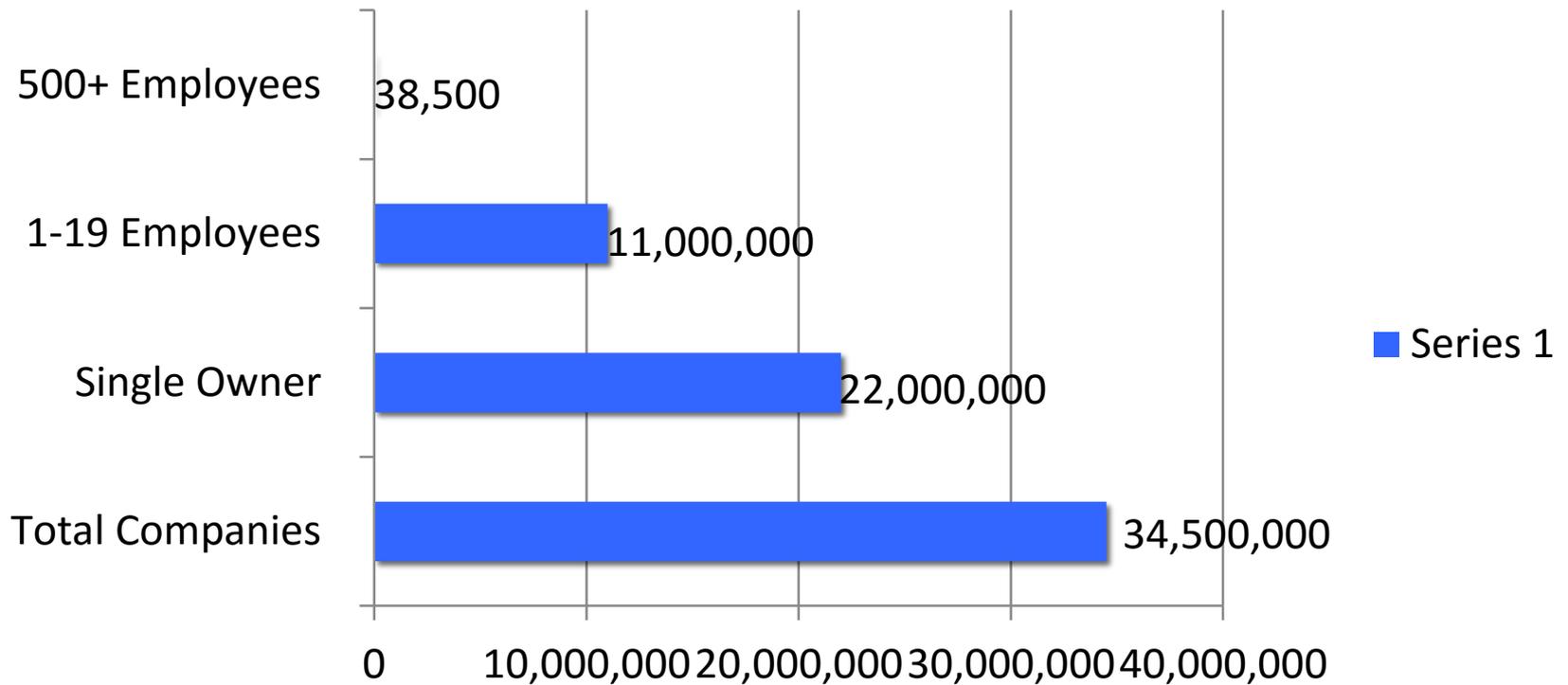
No selling occurs, just a conversation with someone who has familiar interests

Opportunities evolve:

- Guide the initial interactions with the business
- Watch for opportunities and point them out to all parties (business, job seeker)
- Highlight mutual interests
- Recognize an opportunity and explore it

Businesses in U.S.

Series 1



Setting up an informational interview

Think about...

- Language
 - Who are you? A Career Counselor? Job Developer?
 - Who you are working with?
 - Description of the person?
- What are you asking for?
- Who will be participating?
- Think this through *before* you make the call

Don't bait and switch the business

Starting the interview

Introduce the job seeker

- Natural introduction
- Highlight points of commonality and skills
- Tie to why you are there

Listen and Learn

- Start by getting them to talk about themselves
- “Tell us more about how you got into this line of work/started the company, etc.”
- Plan a few easy, natural, ice breaker questions

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 Discovery 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

Resource ownership

Newer employment concept approved by the Dept. of Labor. Resource Ownership is when an individual brings some added value that is usually equipment with them to the job site that helps an employer capture more revenue and be able to hire more people.

Examples:

- Tools
- Equipment
- Education/Certification

During an informational interview we often ask what's up and coming in the field...we're exploring the idea or potential for resource ownership

Caturra Coffee Roasting



Self employment

Fastest area of growth in the job market

A number of resources now exist to help

- SBDC's (Small Business Development Centers)
- IDA's (Individual Development Accounts)

People with disabilities can maintain much higher resources/assets with self-employment vs. wage employment

Discovery leads you to self-employment – you don't get there immediately

Utilizing Social Security work incentives such as PESS (Property Essential for Self Support)

Outcomes of Discovery/CE

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

IVRS Process for Services

Referral

Intake

VR Counselor Assessment and Eligibility

Meeting to discuss Authorization/Next Steps

Service Delivery – Discovery, Job Shadow,
Career Exploration, etc.

Funding

24 AND UNDER

IVRS

- Menu of Services

Long Term Coaching: Waiver

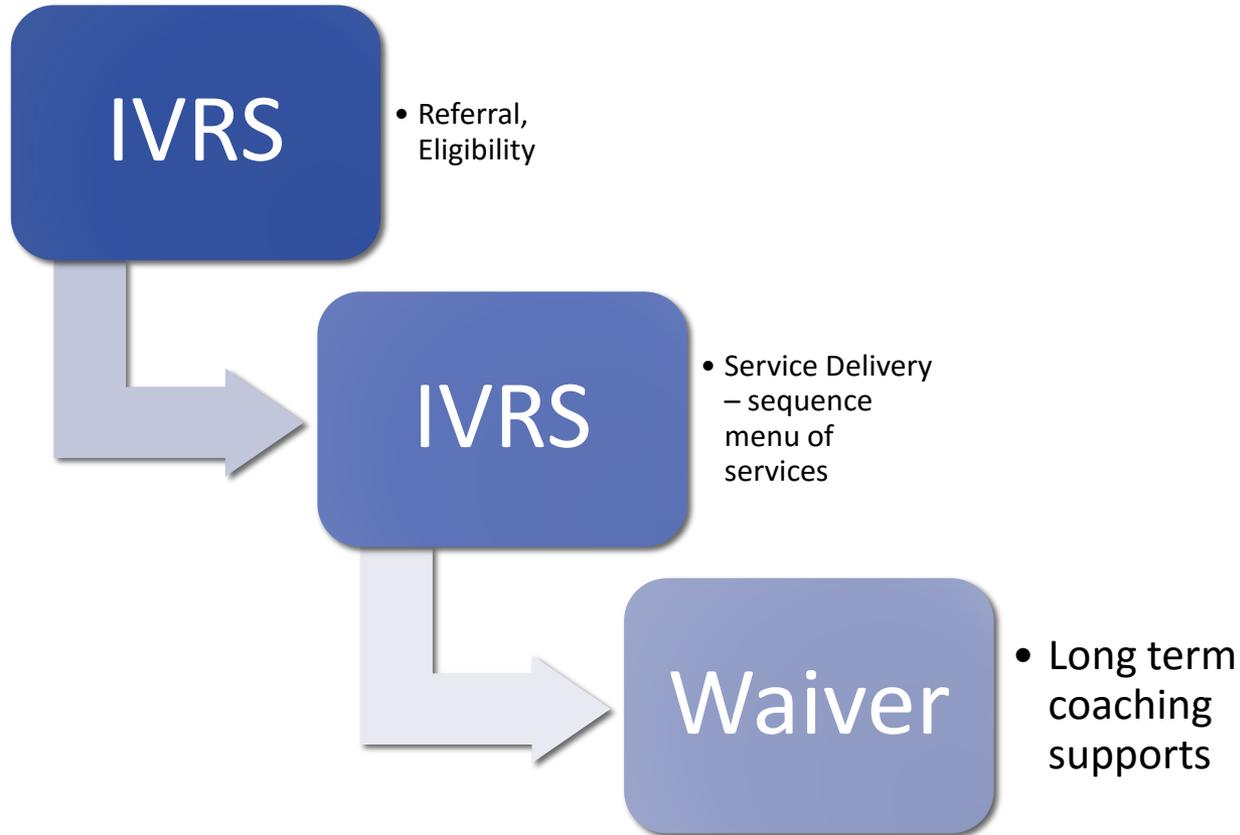
24 AND ABOVE

Career Exploration

Job Development

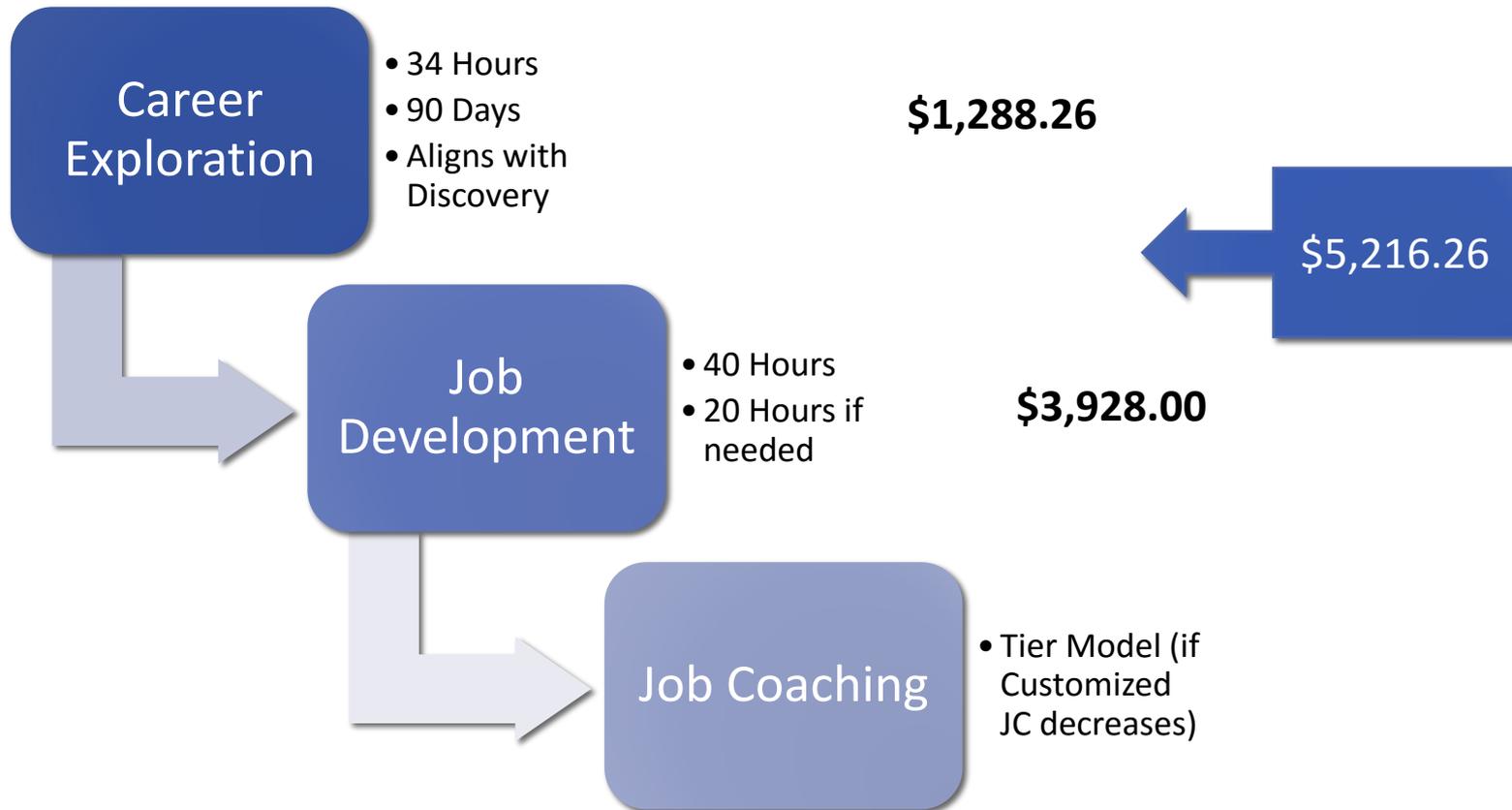
Long Term Coaching

24 and Under



Reference Guidebook for details: <http://www.ivrs.iowa.gov/cesframeset.html>

24 and Over



Career Exploration Person-Flow Model

- Career Exploration services occurs over 90 days/12 weeks
- Career exploration service involves-3 hours face time per week for a total of 34 hours over 12 weeks, estimates/guidelines
 - 1 hour initial meeting with individual and family
 - 2.5 hours orientation to SE and VR and basic benefits info with individual and family
 - 8 hours abridged “discovery” to inform the focus of the next steps
 - 16 hours Three to five tours, information interviews, job shadows, including set-up, preparing person and debriefing
 - 2.5 hours meeting with individual and family for re-education or additional education on SE, VR, benefits, and report results so far
 - 4 hours writing career plan report

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