

The Foundation of Customized Employment

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Tradition of Charity





Discovery Directs <u>All</u> Planning

- Discovery begins with the premise that everyone can work
- Discovery is the basis of employment planning
- Discovery and the Employment Plan is driven by applicant's Themes, strengths, needs, interests, and conditions of employment

Discovery Directs <u>All</u> Job Development

Our Challenge:

Create lasting, satisfying, person-directed, employment beyond the confines of traditional job development

Discovering Personal Genius Smooth Listening

- Tell me About Yourself
- Tell me about your Daughter
- Tell me a bit about chores around the house
- Tell me about family celebrations, events, holidays, vacations...
- Tell me about major life events...
- Tell me about teaching or support methods you've found helpful...
- Tell me about influential people...

Stage 1: Intake, Introduce Employment Concepts & Discovery, Develop initial Support Team, progress, etc.

Stage 5: Wrap up Work Experiences & Info Interviews, Complete Vocational Profile, Transition to Employment Development & the Lists of 20...

Stage 2: Draft Discovery Timeline/ Plan, Conduct Home Visit & Initial Discovery Activities

Stage 4: Identify thru action:
Skills, Tasks, Talents, Motivations,
Significant people & places;
Conduct Informational Interviews
in business, arrange Work
Experiences; Synthesize:
Ecological Fit, Identify Emerging
Voc Themes, Identify & test
Behavioral Supports, draft Ideal
Conditions...

Stage 3: Formalize Discovery Plan Timeline, Schedule & Arrange Activities, Expand Team Membership to include family, friends, business people with like interests, fellow hobbyists, et al., as team members or "consultants;" Identify Social Capital resources, Benefits Analysis, referral to VR, et al.

- 20 to 50 hours for Discovery
- Averaging 30 hours after Year One Experience
- Funded by: Medicaid Waiver; Voc Rehab, Workforce, Schools, PASS
- Cost Range: \$500 to \$2000
- ROI: Less Job Coaching (\$500 to \$2,000)
- ROI: Increased Job Retention
- ROI: Increased Hours & Pay (2 to 20 more hours; \$1.00 to \$5.00 more per hour)
- Your Results may Vary!

- Stop buying Things that Don't Produce the Desired Results
- Assistance NOT Assessment
- Activity in Real Environments
- Do Not rely on data from Segregated Environments
- One Place leads to Another; One Person Leads to Another (Social Capital)
- There are Unlimited ways to make a living in this World....

- Discovery is a structured Process
- We are not here to ask "What job or business would be best?"
- Move fast, get Information on Tasks & Skills
- DPG is not a substitute for Day Program
- Get into the Workforce with Eyes on the Future

- Stages of DPG:
- Home & Neighborhood Visits
- Interviewing Others
- Skills & Task Observation in Multiple Environments
- Review of Findings
- Vocational Themes Refinement
- Discovery Staging Record Completion
- Career Development Plan including the Lists of 20

Considerations to frame the process

- Where & When the individual is "in flow"
- Where & When they have the highest support needs
- People who know him/her best
- Interests that engage her/him
- Tasks done well
- How they learned those tasks

Examples

Discovering Personal Genius: Functional Assessment & Learning

Informational Interviews

- Info Interviews should happen with a Manager, Owner, Key Person
- Smooth Listening; Ask for Advise
- Avoid HR
- Don't ask for a Tour or that's what you'll Get
- Get Seat Time, and then a Tour
- Look for Unmet Needs of Workers or Customers
- Look for Tasks that Match the Individual
- Look for Skills that Match the Individual
- Look for Resource Ownership & Small Business Options

Discovering Personal Genius: Informational Interviews

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Discovering Personal Genius: Assessment

- Don't think Job Descriptions; what business would be best; or Dream Jobs
- Think: Ideal Conditions of Employment
- Match Tasks, Skills & Workplace Ecology

What We're Looking for:

- The Ideal Conditions of Employment
- Strengths, Interests, Supports,
 Contributions, Skills
- Leverage Relationships
- Skills are Observed in the Performance of Tasks
- Where do we Observe Tasks?

Icebergs: People & Jobs/We only see 20%

- Activity:
- Individual has Interests & some Skills relating to:
- Dogs, Trucks, Tattoos
- What activities might you plan in order to observe
- Skills & Tasks the individual can perform or learn; Where?
- What are the Emerging Vocational Themes?
- Where does the Career Make Sense?

- Dogs, Trucks, Tattoos Activity continued:
- Combine two or more themes
- List three places where that Career Makes Sense
- Complexity breeds variety, depth, sustainability, opportunity, creativity

Developing a Plan

- Discovery should lead to a solid Profile that captures the essence of the individual:
- 1. What Works & What Doesn't
- 2. Best Settings; Support Needs; Talents
- 3. What Home is like; Demonstrations of chores & hobby tasks, revealed Interests, the impact of disability....
- 4. What other things we need to observe or investigate both formally & informally

Going Where the Career Makes Sense

As a Course of Action evolves (using the Team Process), visiting others who have the same interests is often a valuable step in collecting possible career information

We use Informational Interviews in 2 ways:

- 1.To Identify & Refine Vocational Themes/Build a Career Plan
- 2. To "inform" Job Development

Going Where the Theme or Career Makes Sense

As the Personal Narrative is revealed:

- Identify Three Solid Vocational Themes
- Begin a List of Twenty: where people with similar Skills & Interests Work
- Make Appointments: Go observe, tour, conduct Informational Interviews with a few; observe unmet needs of the Businesses
- Gather Information on teachable skills, evolving interests, probable Contributions, Opportunities (Resource Ownership), Natural Supports....

Going Where the Career Makes Sense

Joanna - Staff Description (10 years in service):

"Depressed & Withdrawn"

Socially "Inept"

"Disheveled"

"Unmotivated"

Home Visit:

Loves Children

Sister Runs Day Care Center

Has Every Dress from Every Social Event

Karaoke Machine

Spotless Room & House

Fluent Spanish & English....

Moving from DPG to Job Development

- Solid Evidence Substantiating 3 Vocational Themes
- At this time we can begin to ask about possible Business or Wage Job ideas
- Create a Job Development Plan
- Design a Digital Portfolio or Resume/Use Draft in early Info Interviews
- Develop a list of Skills/Tasks and Products & Services for a Small Business

A Picture is Worth a 1000 Words



The Foundation of Customized Employment For more Information:

griffinhammis.com centerforsocialcapital.org

The Job Developer's Handbook

Making Self-Employment Work for People with Disabilities

Office of Disability Employment Policy/U.S. Dept. of Labor

