**BEYOND DISCOVERY**

**INNOVATIONS IN EMPLOYMENT SUPPORTS**

585-340-2051

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**DISTANCE LEARNING PROTOCOL**

**(SAME EXPECTATIONS AS IN-PERSON)**

- Be on-time. Late arrivals will not be admitted.
- Choose an appropriate place to set up your webcam (e.g. not laying down or in bed)
- Keep the camera centered and avoid moving around
- Minimize background noise and visual distractions
- Avoid sitting in front of a window
- Please only 1 person per device
- Must attend the 2 days as scheduled to receive credit
- 100% participation is required (chat discussions, poll questions, etc.)

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**IMPORTANT INFORMATION FROM OPWDD**

- OPWDD is open for business! ETP Supervisors are available to answer questions and assist you.
- Requests to bill Intensive and Extended SEMP hours are being processed regularly. If an individual is in need of hours, please submit a request.
- Please submit any employment and vocational service questions you may have to:
  - employment.technical.assistance.questions@opwdd.ny.gov
• Please be sensitive to the unique situations and difficult circumstances of the people you work with.
• Know who is on your roster and what services could benefit them.
  • What can they be working on now
  • Discovery?
  • Work Readiness?
• Will they be ready to get back to work if they’ve been furloughed or terminated? Are they maintaining or learning new skills?
• What services do you need to request now in order to be ready to support people returning to work?

**IMPORTANT INFORMATION FROM OPWDD**

**WHY?**

**WORK**
- People with no disability: 74%
- People with any disability: 34%
- People with a cognitive disability: 25%

**POVERTY**
- People with no disability: 12%
- People with any disability: 27%
- People with a cognitive disability: 32%

Data Source: American Community Survey, 2016

**TODAY...**

**Purpose:** To learn how to use information from the Discovery Report to determine the next step in the employment journey

**Process:** Discussion, practice and application

**Payoff:** Connects Discovery to Job Development
Clarifies direction if Job Development isn’t next
1. Basic Employment Information
2. The Discovery Report
3. The Vocational Development Plan
4. The Job Development Plan
5. Next Steps

WHAT ARE WE TRYING TO DO?
Discovery → Make good job matches
Support person and business

OPWDD Supported Employment
Number of Individuals in Competitive Employment 2013-2019

*All numbers represent December, except 2019 (September 2019)
The Discovery Report

Purpose of Discovery:
- Improves job matches
- Creates allies
- Impacts vocational and job planning
- Identifies needed services

What did you notice & wonder?
The Discovery Report

- Minimum vs Recommended hours
- New Activities

THE DISCOVERY REPORT

Important elements to look for:

- What tasks can they do?
- What are their skills and strengths?
- What are the specific career directions the person would like to pursue?
- Does the person have any safety restrictions that need to be considered/evaluated?
- What kind of environment will work best for the person?
- Were any accommodations identified?

Reasons People Lost Their Jobs

Have solutions to these issues been identified in the Discovery process?

Data from self/agency reported reasons leaving job (2012-2015)
OUTCOME OF THE REPORT

Person focused • Outcome driven • Well written

GO TO WORK ? NOT WORK

DISCOVERY REPORT OUTCOMES

The report did NOT give clear information
Send the report back to author
Review the report again

The report did give clear information
Job Development is NOT recommended
Write Vocational Development Plan
Schedule Stakeholder Meeting

The report did give clear information
Job Development is recommended
Write Job Development Plan (SEAP Staff)
Schedule Stakeholder Meeting (Recommended but Optional)

Where does Discovery lead us?

What Now?
The report did give clear information. Job Development is NOT recommended. Write Vocational Development Plan. Schedule Stakeholder Meeting.

**Purpose:** To consolidate information gathered during Discovery and create a plan for the next steps to assist the individual to build independence and develop employment skills. The plan is meant to be shared with the individual’s current and future supports. This information should highlight the positive attributes and describe specific vocational challenges identified.

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**Purpose:** To consolidate information from Discovery to create a plan that assists the individual with building independence and developing employment skills.

The plan:
- Justifies non-Job Development goals
- Prepares staff for hard conversations
- Might be written by ETP Supervisor or staff who completed Discovery

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**Creating a Plan**

Discuss the steps * Set expectations * Set SMART Goals

- Specific: What do you want to do?
- Measurable: How will you know when you’ve reached it?
- Achievable: Is it in your power to accomplish it?
- Realistic: Can you realistically achieve it?
- Timely: When exactly do you want to accomplish it?
NATHAN KLINE

- Nathan has been through Discovery and determined his goal is to work in a restaurant rolling silverware or merchandising in a retail environment.
- Nathan requires frequent prompting and redirection in previous jobs.
- Day Hab staff prompts daily to speak at lower volumes when speaking to others at the restaurant and in office setting.
- File notes refer to Nathan being prompted to respect coworkers personal space.
- Nathan has 100% supervision while in Day Hab and has not received travel training and depends on family for transportation.
- Nathan needs structured environments with a supervisor supporting of his need for routine.
STAKEHOLDER MEETING
(AFTER VOCATIONAL DEVELOPMENT PLAN HAS BEEN WRITTEN)

Discovery Information

- Challenges
- Interests
- Skills

Action Plan

3. Voc. Development Plan

WHO ATTENDS THE STAKEHOLDER MEETING?

- Person Receiving Services

Who can help implement the Action Plan?

- Family
- Funding Partners
- Friends
- Allies
- Paid Professionals
- Anyone else?

THE STAKEHOLDER MEETING

- Communicates Discovery findings to stakeholders
- Explains non-Job Development direction
- Outlines a plan for moving forward
- Sets goals with timeline for re-evaluation

3. Voc. Development Plan
STAKEHOLDER MEETING ACTIVITY

Use the information from the sample Vocational Development Plan

Roles:
1. Person Receiving Services
2. Discovery staff who wrote Vocational Development Plan
3. Parent (not happy about non-Job Development goal)

Now that you have all this new information:

1. What is 1 thing you learned today that you can use right away in your job?

www.Eleversity.org
Info@eleversity.org
(585) 340-2051
JOB DEVELOPMENT PLAN

PURPOSE: To research and consolidate the pertinent information related to an individual’s employment related needs and qualifications before approaching businesses to develop a placement. By having this information, the Job Developer will be able to provide targeted job development at businesses who have positions that meet the individual’s skill, ability, preference, experience, schedule, transportation, environmental, cultural, and support needs. The Job Developer will be prepared to negotiate any necessary customization to positions so that they meet the individual’s needs. With the focus and strategies provided by this plan, the Job Developer is more likely to create effective job matches. The Job Developer should approach businesses the provider currently has relationships with as well as new businesses to build new relationships. Targeted job development is best accomplished by directly contacting businesses to develop placement opportunities. Do not just focus on completing online applications. The SEMP Manager should provide oversight and guidance throughout job development.
The JD Plan is written by SEMP staff and allows the Job Developer to make the best possible match for the person.

The JD Plan includes:

- Discovery information
- Schedule considerations
- Transportation options
- Environmental, cultural, and support needs
- Potential businesses

NATHAN KLINE

- Nathan has been through Discovery and determined his goal is to work in a restaurant rolling silverware or merchandising in a retail environment
- Nathan required occasional prompting and minimal redirection during assessments
- Day Hab staff sometimes prompts Nathan to speak at a softer level when he gets excited
- During the Situational Assessment the coach stated the need to remind Nathan to respect personal space of others
- Nathan states he wants travel training to be able to get to work
- Nathan needs structured environments with a supervisor supporting of his need for routine
STAKEHOLDER MEETING
(AFTER JOB DEVELOPMENT PLAN HAS BEEN WRITTEN)

1. Review Discovery process activities
2. Summarize findings from Discovery Report and Job Development Plan
3. Communicate justifications for Job Development recommendation
4. Request input from stakeholders
   - What connections can they contribute?
   - What will their responsibilities be?

Next Steps

- Gather/create tools
- Engage businesses
- Plan Job Coaching

RESUMES

- Traditional
- Visual
- Video Resumes
Basics of Business Engagement

- Is your business introduction ready?
- Have you explored the unmet needs of the business?
- Do you understand the business (priorities, language, etc.)?

Customizing Job Tasks

<table>
<thead>
<tr>
<th>Refined Task List, Assigned to New Employee</th>
<th>Benefits to the Business as a Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receives and unpacks shoe shipments</td>
<td>Work flow of shipments reorganized so all shoes are always in the right place and everyone can find the right shoes</td>
</tr>
<tr>
<td>Sorts shoes into size categories</td>
<td>Fewer customer complaints about the department</td>
</tr>
<tr>
<td>Puts sensors and tags on shoes</td>
<td>Improved customer satisfaction</td>
</tr>
<tr>
<td>Delivers shoes to proper rack</td>
<td>Increased sales</td>
</tr>
<tr>
<td>Retrieves returned shoes</td>
<td></td>
</tr>
</tbody>
</table>
CREATING BALANCE
What are the ideal conditions and deal breakers for the employer?

OVERVIEW OF JOB DEVELOPMENT
1. Review Discovery
2. Write Job Development Plan
3. Research Businesses
4. Engage Businesses
5. Evaluate Business Visits
6. Review Matches with the Job Seeker
7. Prepare for Interviews
8. Secure the Job Offer

JOB COACHING
• Training and Support
• Ongoing Job Tasks and Discrepancy Analysis
• Adjusting to work demands
• Creating natural supports
Now that you have all this new information:

1. What is 1 thing you learned today that you can use right away in your job?