

BEYOND DISCOVERY

INNOVATIONS IN EMPLOYMENT SUPPORTS



585-340-2051

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 lying down or in bed, driving, in front of a window)
- Keep the camera centered and avoid moving around
- Minimize background noise and visual distractions
- Please only 1 person per device
- Must attend the training as scheduled to receive credit
- 100% participation is required (chat, poll questions, etc.)
- No cell phones & tablets must be in landscape mode
- No smoking/vaping on camera

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?

WHY?

WORK



POVERTY



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

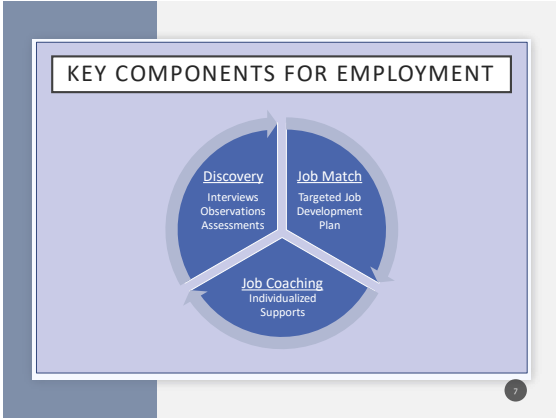
Process: Discussion, practice and application

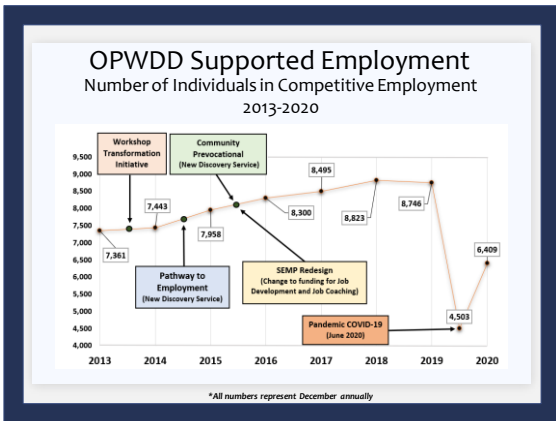
Payoff: Connects Discovery to Job Development
Clarifies direction if Job Development isn't next

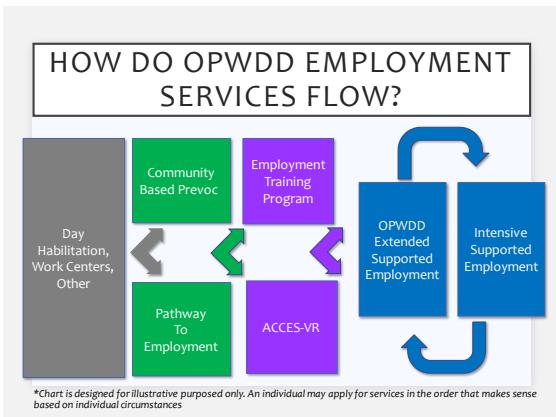


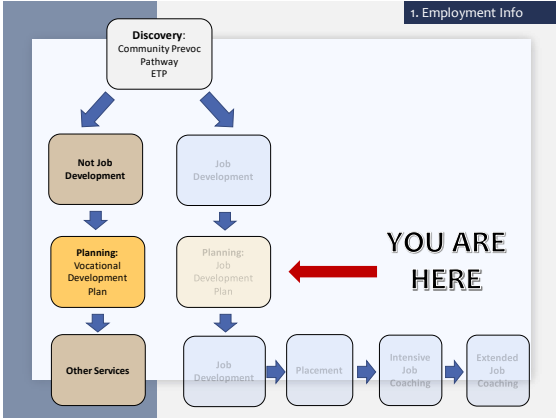
Agenda

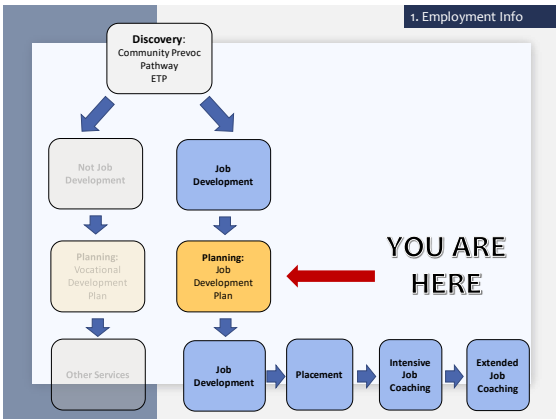
1. Basic Employment Information
2. The Discovery Report
3. The Vocational Development Plan
4. The Job Development Plan
5. Next Steps

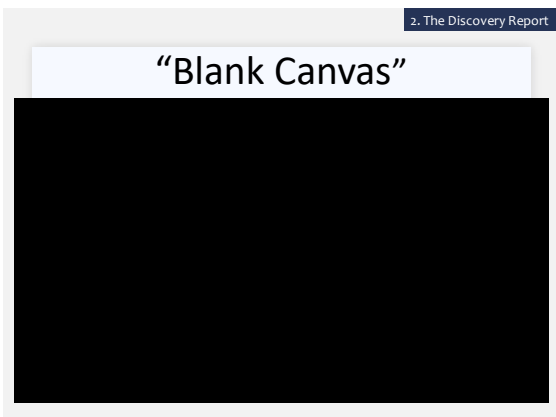












2. The Discovery Report

The Discovery Report

What did you notice & wonder?



2. The Discovery Report

The Discovery Report

Purpose of Discovery:

- Improves job matches
- Creates allies
- Impacts vocational and job planning
- Identifies needed services



The Discovery Report

- Minimum vs Recommended hours
- New Activities

Office for People With Developmental Disabilities

EMPLOYMENT TRAINING PROGRAM
DISCOVERY REPORT

Name: _____ ETS ID #: _____

HEMP Agency: _____ DDBO: Choose One _____

When Discovery Started: _____ Date Report Completed: _____

PURPOSE: To gather information relevant to employment and analyze and synthesize this information into a recommendation for meeting the individual's career and vocational goals. Discovery through Experiences, Exploration, Experiences, Evaluation, Education, and Empowerment will also prepare the individual for competitive employment.

The Discovery Report and recommendations must be completed and then prepared and approved by your assigned employment agency manager. After the Discovery Report has been reviewed and approved by your supported Employment Manager, please forward it to the ETP Supervisor.

If job development is authorized by the ETP Supervisor, a Job Developer can use this information to develop a job that matches the individual's skills and abilities. Further services are recommended, the support team can use this information to coordinate services that will help the individual achieve their employment goals.

DISCOVERY ACTIVITY	MINIMUM EXPECTED HOURS	RECOMMENDED HOURS	ACTUAL HOURS PROVIDED
Review of Records	4	4-6	_____
Interviews of the Individual, Support Staff, Family, and Friends	4	6-8	_____
2 Observations of the Individual	4	6-8	_____
Individual Assessment Site Development	2	2-6	_____
2 Community-Based Experiences / Simulated Assessment (min 12 hours each)	24	24-40	_____
Discovery Report Findings	1	1-2	_____
Career Research	2	4-6	_____
Recommendation, Review, and Approval	1	1-2	_____
Other (Communication, Travel Tips, Documentation, Planning Meetings)	13	15-28	_____
TOTAL	55	65-90*	_____

*Additional hours may be authorized by an ETP Supervisor if justified.

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2. The Discovery Report

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?

2. The Discovery Report

Reasons People Lost Their Jobs

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



Data from self-agency reported reasons leaving job 2012-2015

2. The Discovery Report

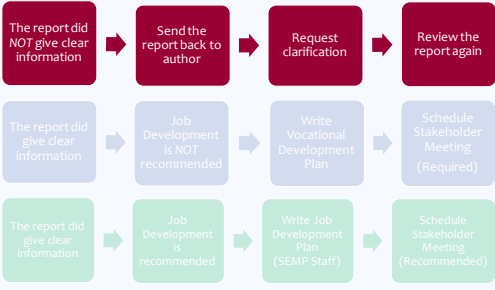
OUTCOME OF THE REPORT

Person focused • Outcome driven • Well written



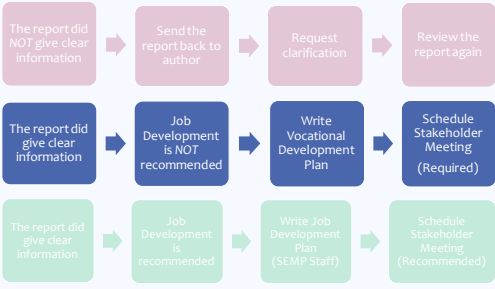
2. The Discovery Report

DISCOVERY REPORT OUTCOMES



2. The Discovery Report

DISCOVERY REPORT OUTCOMES



**EMPLOYMENT TRAINING PROGRAM
DISCOVERY REPORT**

Name: _____ Table ID #: _____

7. RECOMMENDATION

PURPOSE: To provide a recommendation of the next steps the individual may need to make to obtain a position. The recommendation must include any additional development and needed prior to the individual's exit from the Discovery Report. The ETP Supervisor requires a complete justification to support.

INSTRUCTIONS: Check one of the two options below and complete the corresponding section of this report. The ETP Supervisor will review the Discovery Report and will be notified of the recommendation.

The individual is NOT recommended for Job Development for competitive employment in the community:

If the ETP Supervisor agrees with the recommendation that the individual is not ready for Job Development, they will request Vocational Development Plan and Career Support services to help identify next steps for the individual.

OR

The individual is recommended for Job Development for competitive employment in the community:

The recommendation for Job Development must be supported by the ETP Supervisor and approved by the individual. If needed, the ETP Supervisor will assist the individual in completing the necessary steps with the individual. Date of Writing: _____

1. _____

2. _____

If the ETP Supervisor agrees with the recommendation of Job Development, they will request a Job Development Plan prior to approval.

The next step ETP Job Development will be the written approval of the ETP Supervisor.

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Where does Discovery lead us?



THE VOCATIONAL DEVELOPMENT PLAN

```

    graph LR
      A[The report did give clear information] --> B[Job Development is NOT recommended]
      B --> C[Write Vocational Development Plan]
      C --> D[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

THE VOCATIONAL DEVELOPMENT PLAN

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    graph LR
      A[The report did give clear information] --> B[Job Development is NOT recommended]
      B --> C[Write Vocational Development Plan]
      C --> D[Schedule Stakeholder Meeting]
  
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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

3. Voc. Development

THE VOCATIONAL DEVELOPMENT PLAN

Consolidates 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

CREATING A PLAN

Discuss the steps * Set expectations * Set SMART Goals

Specific	Measurable	Achievable	Realistic	Timely
S	M	A	R	T
G	O	A	L	S
What do you want to do?	How will you know when you've reached it?	Is it in your power to accomplish it?	Can you realistically achieve it?	When exactly do you want to accomplish it?

EXAMPLE FOR A SMART GOAL

- **Specific:** Erin wants to learn to utilize public transportation, including changing buses. Erin will meet with Community Based Prevoc staff 2 times a week to learn how to schedule and maneuver using public transportation.
- **Measurable:** Ability to transport independently using public transportation.
- **Attainable:** By meeting twice per week, Eric will be able to practice and master skills of using public transportation.
- **Relevant:** Being able to transport independently will support Erin's goal to gain competitive employment.
- **Time-Bound:** 2 months
- **SMART Goal:** At the end of the 2 month period, Erin will be able to independently use the public transportation system and be able to transfer buses.

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 has good organizational skills in setting up work stations.
- 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. They are not available to drive to/from work.
- Nathan needs structured environments with a supervisor supporting of his need for routine

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)

3. Voc. Development Plan

THE VOCATIONAL DEVELOPMENT PLAN DURING COVID19



DISCOVERY CAREER RESEARCH



WEB RESOURCES



Where does Discovery lead us?



EMPLOYMENT TRAINING PROGRAM DISCOVERY REPORT

Name: _____ Table ID #: _____

7. RECOMMENDATION

PURPOSE: To provide a recommendation of the next steps the individual may need to make to attain program. The recommendation must include any additional development and needed prior to the individual's exit from the Discovery Report. The ETP supervisor requires a complete justification to support.

INSTRUCTIONS: Choose one of the two options below and complete the corresponding section of the report. The ETP supervisor will review the ETP Discovery Report, provide feedback, and sign off on the report.

The individual is NOT recommended for Job Development for competitive employment in the community:

If the ETP supervisor agrees with the recommendation that the individual is not ready for Job Development, they will request Supervisor Development Plan and Career Support services to help identify next steps for the individual.

OR

The individual is recommended for Job Development for competitive employment in the community:

The recommendation for Job Development is documented in Career Search and approved by the individual. If needed, the Career Search form needs the individual's supervisor's name, discussed with the individual. Date of Writing: _____

1. _____

2. _____

3. _____

If the ETP supervisor agrees with the recommendation of Job Development, they will request a Job Development Plan prior to approval.

The next steps ETP Job Development will be the written approval of the ETP supervisor.

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2. The Discovery Report

DISCOVERY REPORT OUTCOMES



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.

4. Job Development Plan

JOB DEVELOPMENT PLAN

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

THE JOB DEVELOPMENT PLAN

Office for People with Developmental Disabilities

EMPLOYMENT TRAINING PROGRAM

Job Development Plan

Name: _____ TABS ID #: _____

- List the 2 career areas and possible positions that will be the focus of Job Development:
 - Career Area 1: _____
i. Positions: _____
 - Career Area 2: _____
i. Positions: _____
- List the hard skills demonstrated in previous employment or volunteer activities by the individual that support success in each career area (examples: clerical, money handling, mechanical, and/or cleaning skills)
 - Career Area 1: _____
 - Career Area 2: _____
- List the soft skills demonstrated in previous employment or volunteer activities by the individual that support success in each career area (examples: ability to focus, attention to detail, work pace, social skills)
 - Career Area 1: _____
 - Career Area 2: _____
- List any other factors that explain why these career areas are a good match for the individual (examples: previous experience, strong interest, personal traits, transferable skills)
 - Career Area 1: _____
 - Career Area 2: _____

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4. Job Development Plan

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?

5. Next Steps

Next Steps

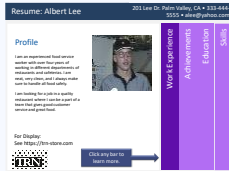
- Gather/create tools
- Engage businesses
- Plan Job Coaching



RESUMES



- Traditional
- Visual
- Video Resumes



5. Next Steps

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.)?



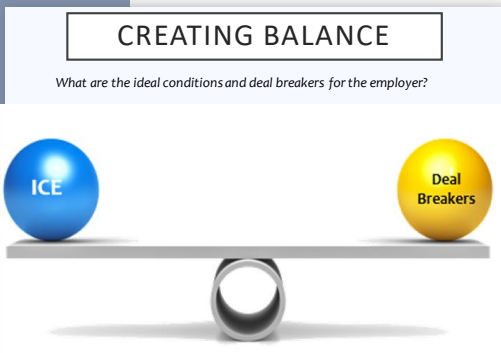
5. Next Steps



5. Next Steps

Customizing Job Tasks	
Refined Task List, Assigned to New Employee	Benefits to the Business as a Result
<ul style="list-style-type: none"> Receives and unpacks shoe shipments Sorts shoes into size categories Puts sensors and tags on shoes Delivers shoes to proper rack Retrieves returned shoes 	<ul style="list-style-type: none"> Work flow of shipments reorganized so all shoes are always in the right place and everyone can find the right shoes Fewer customer complaints about the department Improved customer satisfaction Increased sales

5. Next Steps



5. Next Steps

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

5. Next Steps

JOB COACHING

- Training and Support
- On-going Job Tasks and Discrepancy Analysis
- Adjusting to work demands
- Creating natural supports



AUDIENCE PARTICIPATION TIME!



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?



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