

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?

INNOVATIONS TRAININGS
 MORE INFORMATION IS AVAILABLE ON OUR WEBSITE AT:
WWW.ELEVERSTITY.ORG

Core Classes

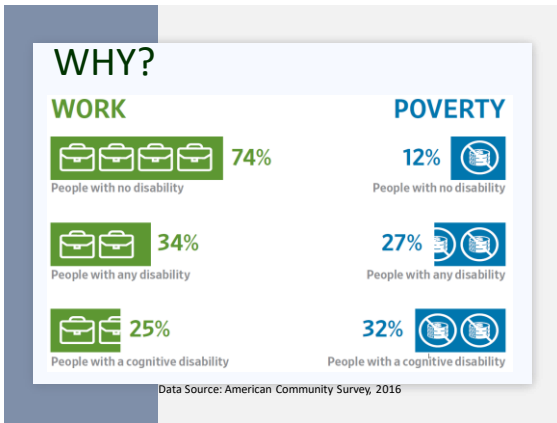
- Introduction to Employment
- Discovery: Assessment and Planning
- Effective Job Coaching
- Basics of Business Engagement

Quick Bites

- Technology for Vocational Services
- Demonstrating the Benefits of Supported Employment to Businesses
- A Case Study in Discovery

Other Offerings

- Beyond Discovery
- Job Development
- Community Prevocational Services
- Employment Training Program (ETP) 101
- Management Skills for SEMP Leaders




TODAY...

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

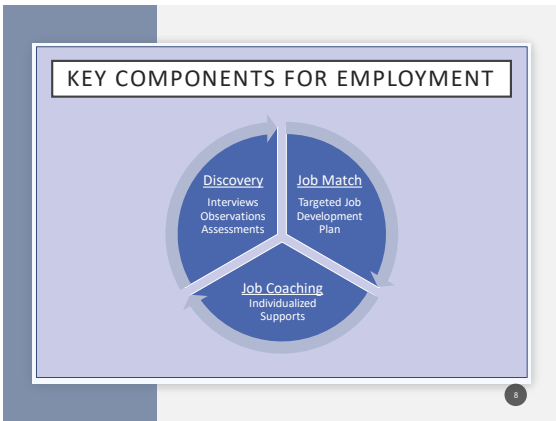
Process: Discussion, practice and application

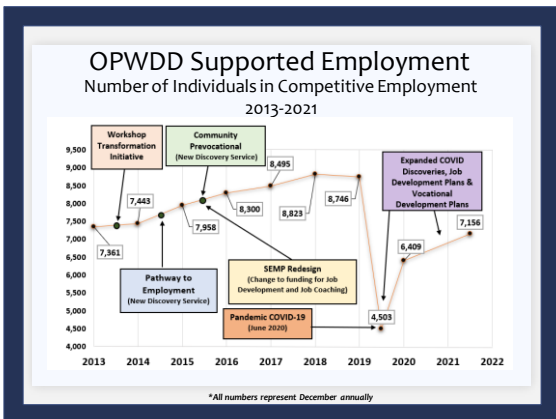
Payoff: Connects Discovery to Job Development
 Clarifies direction if Job Development isn't next



Agenda

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



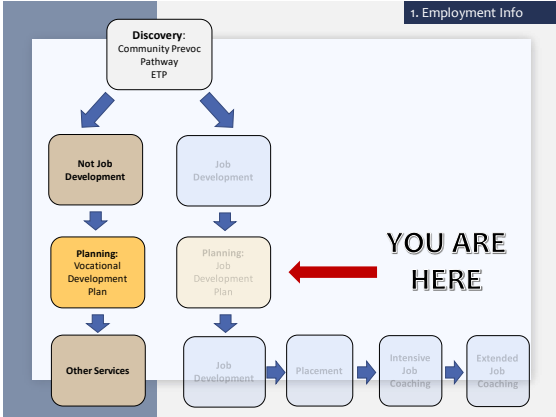


HOW DO OPWDD EMPLOYMENT SERVICES FLOW?

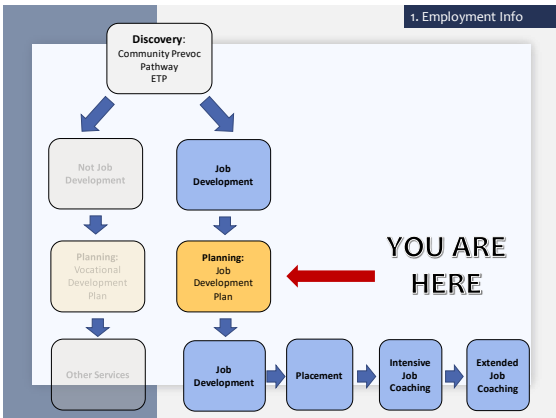


*Chart is designed for illustrative purposes only. An individual may apply for services in the order that makes sense based on individual circumstances

1. Employment Info



1. Employment Info



2. The Discovery Report

“Blank Canvas”



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: _____ EATS ID #: _____
 SEMP Agency: _____ DDRO: Choose One _____
 Date 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 Learning, Exploration, Assessment, Evaluation, Education, and Employment will also prepare the individual for competitive employment.

The Discovery Report and recommendation must be completed and then reviewed and approved by the assigned employment services manager. After the Discovery Report has been reviewed and approved by your Support 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 identify a job that matches the individual's skills and abilities. If other 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	
Individualized Assessment Site Development	2	2-6	
1 Community-Based Experience / Situational Assessment (one 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 Time, Documentation, Planning Meetings)	13	15-25	
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: _____ Job # _____

RECOMMENDATION

PURPOSE: To provide a recommendation of the next steps the individual may need to make successful progress. The recommendation may include job identification, assessment and training plans. The ETP supervisor will review the recommendation and provide a written response to the individual. The ETP supervisor will also provide a copy of the recommendation to the ETP Agent. If additional information is needed, the ETP supervisor will contact the individual.

INSTRUCTIONS: Check one of the two options below and complete the corresponding section of the report. The ETP supervisor will review the recommendation and provide a written response to the individual. The ETP supervisor will also provide a copy of the recommendation to the ETP Agent. If additional information is needed, the ETP supervisor will contact the individual.

The individual is **NOT** recommended for Job Development
The supervisor's recommendation is the recommendation.

If the ETP supervisor agrees with the recommendation that the individual is not ready for Job Development, the supervisor will complete the Vocational Development Plan and a letter of support to help bring the next steps for the individual.

OR

The individual is recommended for Job Development for
The supervisor's recommendation is the recommendation.

The recommendation for Job Development is based on the information gathered during the Discovery Report. The recommendation should be based on the individual's current and future supports. The recommendation should describe specific vocational challenges identified.

1. _____


2. _____

If the ETP supervisor agrees with the recommendation of Job Development, they will request a Job Development Meeting Approval.


The next steps ETP Agent Development will be the written approval of an ETP Supervisor.

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Where does
Discovery
lead us?




THE VOCATIONAL DEVELOPMENT PLAN



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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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, Erin 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 VOCATIONAL DEVELOPMENT PLAN

EMPLOYMENT TRAINING PROGRAM
Vocational Development Plan

Name: _____ FASE ID #: _____

The following services are being recommended:
 Community Subsidies Community Pre-Voc Pathway to Employment
 Day Habilitation Respite Other (describe): _____

Summarize the positive attributes observed during Discovery:

Summarize the reason(s) that Job Development is not being recommended at this time:

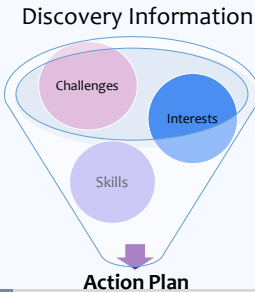
Check off the challenge areas that were identified during Discovery:

<input type="checkbox"/> Overall Workplace Independence	<input type="checkbox"/> Physical / Medical / Mental Health
<input type="checkbox"/> Stress Management	<input type="checkbox"/> Communication
<input type="checkbox"/> Social Interaction / Relationships	<input type="checkbox"/> Focus / Attention to Task
<input type="checkbox"/> Productivity / Work Pace	<input type="checkbox"/> Safety / Environmental Awareness
<input type="checkbox"/> Transportation Resources	<input type="checkbox"/> Personal Occasion / Hygiene
<input type="checkbox"/> Attention / Persistence / Time Management	<input type="checkbox"/> Behavior / Motivation to Work
<input type="checkbox"/> Other (specify) _____	

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STAKEHOLDER MEETING

(AFTER VOCATIONAL DEVELOPMENT PLAN HAS BEEN WRITTEN)



WHO ATTENDS THE STAKEHOLDER MEETING?

Person Receiving Services



Who can help implement the Action Plan?



Family



Funding Partners



Friends



Allies



Paid Professionals



Anyone else?

3. Voc. Development Plan

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

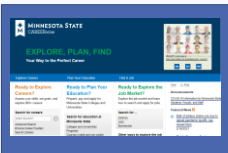
THE VOCATIONAL
DEVELOPMENT PLAN
DURING COVID19



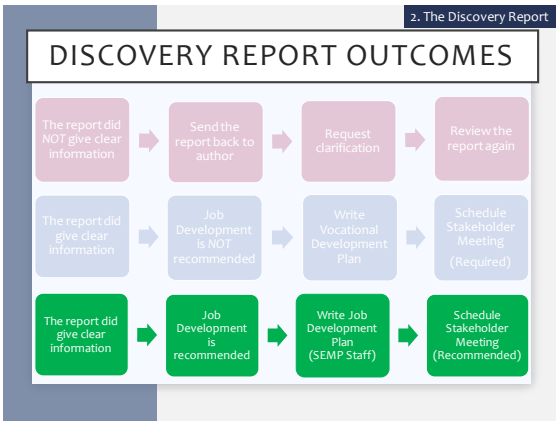
DISCOVERY CAREER RESEARCH



WEB
RESOURCES



Where does Discovery lead us?



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 SEMF Manager should provide oversight and guidance throughout job development.

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: _____ FADS ID #: _____

- List the 2 career areas and possible positions that will be the focus of Job Development:
 - Career Area 1: _____
i. Position: _____
 - Career Area 2: _____
i. Position: _____
- List the hard skills demonstrated in previous employment or volunteer activities by the individual that support success in each career area (examples: clerical, security 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: _____

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

Customized Employment Solutions for Employers



5. Next Steps

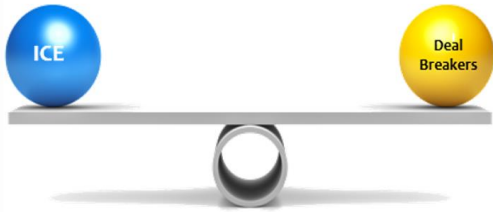
Customizing Job Tasks

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

CREATING BALANCE

What are the ideal conditions and deal breakers for the employer?



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





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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