



Iowa
**Vocational
Rehabilitation**
Services

Finding solutions. Generating success.



Creating
Communities
of Economic
Cooperation

Griffin-Hammis Associates

2019 Iowa Community of Practice

MAY

IOWA VR DISCOVERY FLOW OF SERVICES

- * Discovery Authorization - 12 hours
- * Home visit - 1.5 -2 hours
- * Neighborhood/Benefits/AT - .5-1 hour
- * Interviewing others - 1-3 hours
- * Discovery Activities - 4-6 hours

The Discovery Dialogue meeting is intended to be a wrap up for the initial 12 hour authorization. The team, including the VR Counselor attends and identifies next steps. It is recommended to set this meeting early in the process to accommodate for schedules.



DISCOVERY DIALOGUE

Discovery Activities: 1-3 activities should provide information on skills and abilities of job candidate and be tied to what was learned in previous steps.

DISCOVERY ACTIVITIES



Touch Base with VR: Prior to completing Discovery Activities, connect with VR to share information thus far and brainstorm and/or propose Discovery Activities.



TOUCH BASE WITH VR

Interviewing Others: Identify 1-3 people who know the job candidate well (ideally unpaid people).

INTERVIEWING OTHERS



Neighborhood Observation - Describe the neighborhood, transportation options available, businesses in the area.
Benefits Referral - identify what public benefits the job candidate receives and make appropriate referral if needed.
Assistive Technology - consider if job candidate could benefit from AT and if so, make appropriate referral



NEIGHBORHOOD BENEFITS ASSISTIVE TECH

VISIT TO HOME



Visiting the job candidate at their home provides information about who this person is. It is intended to be completed with others who know the job candidate well. Should range 1.5-2 hours in length. This is the foundation of Discovery.

Capturing Discovery

DOCUMENTATION

Capturing Discovery

- ▶ Descriptive paragraphs
- ▶ Highlights contributions not deficits
 - ▶ We are not focusing on barriers, rather the supports & the strategies needed to make an individual successful
 - ▶ Can also create materials that help us get there. Materials that highlight people's strengths so that we can present them in their best possible light, such as visual resume or portfolio.

Capturing Discovery

- It begins with intent to capture skills, passions, conditions and contributions of the job seeker
- How?
 - Optimistically
 - Descriptively
 - Non-Evaluative/comparative
 - Sufficient length

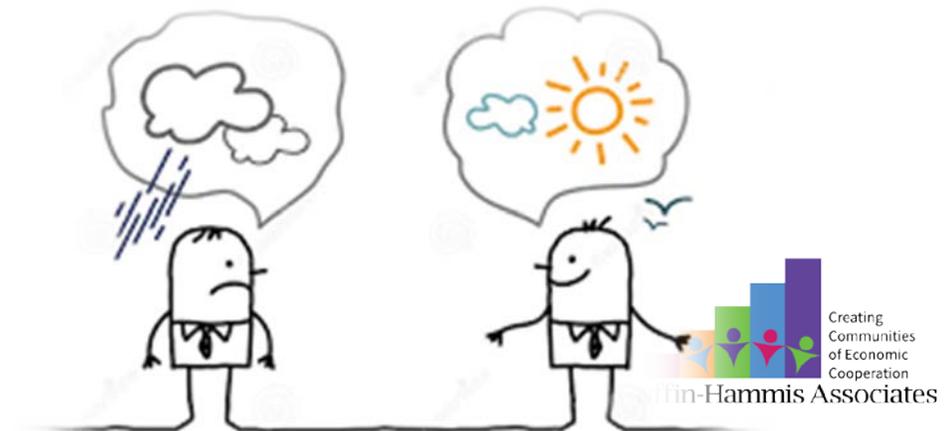
"Discovery provides the evidence for the recommendations for career development and needed services and supports."

WINTAC, The Essential Elements of Customized Employment for Universal Application, p.7

Capturing Discovery

Optimistically

- How you perceive and think about the job seeker, their family and their lives matters
- Leaving your bias and judgement at the door
- No relying on previous information
- Assume all things are possible, then figure out the accommodation



Capturing Discovery

Descriptively

- Details matter
- Translation of observation
- Describe the individual's life experiences
 - Past employment, education, life activities, skills and other relevant features (NOT checklists, Q/A, or comparative assessments)



The information contained in the Positive Personal Profile directs what comes next in the plan for employment



Descriptive vs. Judgmental Positive & Useful

Judgmental

- ▶ Allen liked (the Discovery activity).
- ▶ Allen preferred working with plants to the activity we did last week involving cars.
- ▶ Horticulture would be a good area to pursue for Allen.
- ▶ Allen was pleasant during the Discovery activity.

Descriptive

- ▶ Allen was up and ready to go for the plant potting activity. He brought his yard work gloves.
- ▶ During the plant re-potting activity, Allen stayed focused for about 20 minutes, as compared to the car activity where he only stayed on task for about 5 minutes.
- ▶ Allen was able to re-pot ten Begonia plants during the 20 minutes he was there with minimal assistance.
- ▶ He thanked the nursery owner and told him he would like to return to the nursery on another day.

Capturing Discovery

Non-Comparative/Non-Evaluative

- Detailed, comprehensive narrative form and sufficient length
- Opinions don't answer the question, "who is this person?"
- It's a conversation, not an interrogation

"Care should be taken to focus on the individual and avoid opinions of the facilitator, professional staff, family member and others." WINTAC, The Essential Elements of Customized Employment for Universal Application, p.7



Capturing Discovery

- It informs those designing the plan for customizing a job
- “The Discovery document should summarize information gathered in a way that identified the strengths, needs, and interests of the employment seeker so it can inform those designing the plan for customizing a job with the individual.”

WINTAC, The Essential Elements of Customized Employment for Universal Application, p.7



B. Visit to Home

THE HOME VISIT/NEIGHBORHOOD MAPPING

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 to bring to the Home Visit

- ▶ Optimism
- ▶ Genuineness
- ▶ Openness
- ▶ Appreciation
- ▶ Honor their space

****No notebook or pre-written questions****



Neighborhood Mapping

- ▶ 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 & what do they do for a living
 - ▶ Safety concerns that might be present
 - ▶ Anything and everything that you can take in

HOW TO DOCUMENT

- ▶ HOME VISIT
- ▶ NEIGHBORHOOD OBSERVATIONS



Section II. DISCOVERY SERVICES

A. IVRS initiates referral for Discovery services to Community Rehabilitation Provider (does not have to be face-to-face).

Communication to CRP and date of Discovery authorization: _____

B. VISIT TO HOME (coordinated by CRP)

Date of Home Visit/Community Description: (around 2 hours)

Attendees	Title/Role	Contact Information

Summary of Visit to Home/Neighborhood Observation:

Please fill out a Word Document labeled Section II Part B and attach it to the email along with this form detailing your observations of the client's home and neighborhood.

Number of hours used:

C. Interview Others

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 reoccurring 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

Talk to people who are *not paid* to be in the person's life

No judging zone!

Who do we interview?

- ▶ Finding people who know the job candidate best and genuinely want to support his/her success is more important than finding someone from any particular category listed previously.

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!

Number of hours used:

- List Social Security benefits received and amounts (Title II/SSDI \$ ____, Title XVI/SSI \$ ____)
- Assistive Technology? (check if not applicable ____)
 - Referred to IVRS, Easter Seals, etc.: _____/Date _____

C. INTERVIEW OTHERS (coordinated by CRP)

As an extension of the Home Visit, contact others from whom additional information may be needed to help answer the question, *"Who is this person?"* (between 1-3 hours)

Who?	Relationship/Why?	By When?

Summary of Interview Others:

Please fill out a Word Document labeled Section II Part C and attach it to the email along with this form detailing your interviews.

Number of hours used:



CRP emails **Summary of Visit to Home/Neighborhood Observation and Interview Others** information to IVRS Counselor, including recommendations for proposed Discovery Activities.

IVRS Counselor reviews **Summary** information within 48 hours. IVRS communicates with CRP to collaboratively determine meaningful and active Discovery activities.



TOUCH POINT – CONNECT WITH VR

- EMAIL INITIAL INFORMATION ON WORD DOC/ FORM TO IVRS COUNSELOR/STAFF
- PROPOSE DISCOVERY ACTIVITIES BASED ON INFORMATION TO DATE
- BE OPEN AND WILLING TO ACCEPT IDEAS AND COLLABORATE
- ASK HOW WILL IT HELP YOU LEARN MORE ABOUT THE JOB SEEKER?
- INTENT IS TO CONNECT MORE WITH COUNSELOR AS A TEAM

D. Discovery Activities

PUT YOUR CREATIVE HAT ON!

Discovery activities should be interesting & enjoyable, but they must meet the following characteristics:

Task-Based



Meaningful



Judgement Free

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
- ▶ Tinkering with a car
- ▶ 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

Questions to ask prior to deciding on a Discovery Activity:

1. What are we hoping to learn? What is the point of the proposed activity?
2. Is the activity task-based (that allows a person to demonstrate a skill OR learn a new skill)?
3. Is the activity meaningful (not just enjoyable)? Does it build on what we know about this person and is it something that will highlight their interests and skills?
4. Is the activity free of judgement so jobs in the person's area of interest won't automatically be eliminated if they cannot perform a certain during the Discovery Activity?

VR Discovery Questions

DOCUMENTING DISCOVERY ACTIVITIES

CRP connects with IVRS Counselor and jc's team to solidify Discovery activities listed below.
(around 6 hours)

DISCOVERY ACTIVITIES are all about justifying what we want to find out about a person. The more information we capture will lead to the next step in their employment journey.

Questions to ask prior to deciding on a Discovery Activity:

1. What are we hoping to learn? What is the point of the proposed activity?
2. Is the activity task-based (that allows a person to demonstrate a skill OR learn a new skill)?
3. Is the activity meaningful (not just enjoyable)? Does it build on what we know about this person and is it something that will highlight their interests and skills?
4. Is the activity free of judgement so jobs in the person's area of interest won't automatically be eliminated if they cannot perform a certain during the Discovery Activity?

EXAMPLE:

Activity and location	With whom?	By When?	Why? Justification for activity
<i>Grandpa's Woodshop</i>	<i>JC & Employment Specialist</i>	<i>January</i>	<i>JC has experience making toolboxes in high school and spends time working in Grandpa's woodshop.</i>
<i>Volunteer at Habitat for Humanity</i>	<i>JC & Employment Specialist</i>	<i>February</i>	<i>JC can experience a new environment in which to display his skills and meet people of like interest.</i>

E. DISCOVERY TEAM MEETING

PULLING IT ALL TOGETHER

Discovery Team Meeting

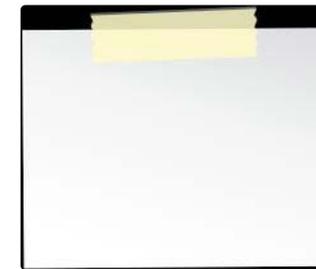
- Should be completed as a team
 - Whoever attended home visit should attend Discovery Team Meeting plus others identified by JC
 - Encourage job candidate to invite family, friends and anyone who knows them well
- Pulling the team together gets everyone on the same page! Cohesion as a team is the goal!
- Set a date for the meeting during the home visit – plan in advance! Schedules fill up quickly 😊

Discovery Team Meeting

- You're taking what you learned from skill and task observation and brainstorming where are places that the job seekers skills, abilities, conditions and contributions fit?
- Capture information on Discovery form
- Option for documenting:
 - Use large white board or sticky note
 - Start with contributions, conditions, skills and tasks → then brainstorm businesses (not job descriptions)
 - Use that as a guide for next steps (job shadow, internship, info interview, etc.)

Discovery Team Meeting

- Similar concepts as a home visit
- Comfortable
- Feels like a pizza party
- Evening/Weekend often
- 1-2 hours in length
- Brainstorming Session as a Team
- Directs the job development plan and next steps



1. What are the needs or conditions necessary for this job candidate to be successful on a job in the community?

Needs/Conditions	Supports Necessary

2. What are the skills and contributions the job candidate demonstrates that are transferable for employment?

Skills and Contributions

3. Based on the information gathered from Discovery activities, what are the job tasks this job candidate can do on a job? What businesses should be developed further? Employment opportunities discussed by team:

Tasks Observed/Performed	Career Possibilities to Explore

4. Identify next steps for continued employment services and who is responsible:

Decision(s)	Action(s)/Date	Party Responsible

Service provided:

Date(s) of service and hours worked each date:

Total number of hours worked:

CRP Signature:

CRP staff submit this form to IVRS with any narrative needed to document the provision of this service.

Any of the various employment services should be delivered one service at a time. If more time is needed after the initial Discovery activities have been provided, the team will discuss further services that may be needed to help determine a job candidate's interests, skills, contributions and conditions for employment. These may include:

- Workplace Readiness
- Job Shadowing
- Career Exploration

Building Authorizations

Discovery

- Need further exploration before confirming vocational goal/theme

Career Exploration

- May complete one or more informational interviews

Job Development

Example

Discovery

Joe recently graduated and enjoyed wood working in high school. His instructor raved about his skills. He's unsure of the type of careers available.

Career Exploration

Info Interviews completed...

- Interior Designer → Finish Carpenter →
- Furniture Restoration & Construction Co.

Job Development

Based on informational interviews, JD identified unmet needs at Furniture Restoration Co.



Building Authorizations





Example



Discovery	Job Seeker is interested in Cosplay, supporting others and gaming.
Career Exploration	Info Interviews Cosplay Designer Fabric Store Rec. Therapist App developer - Mascot Co.
Community Worksite Assessment	Unmet need identified with Recreational Therapist to work 1:1 with residents
Job Development	Vocational goal is to work in Long Term Care Facility

Building Authorizations

Discovery

- Still have unanswered questions about who this person is and their skills and tasks – team is unsure of the next steps

Discovery (2nd Round)

- Use 2nd round of Discovery to dig deeper – more skill and task observation/interviews

Community Worksite Assessment

- Opportunity to test out a job and put skills to work

Job Development

Example



Questions:

1. What will you take away today?
2. How will you apply it?
3. What do you still need to know more about?

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