

KFI: Customized supports to assist people to ...

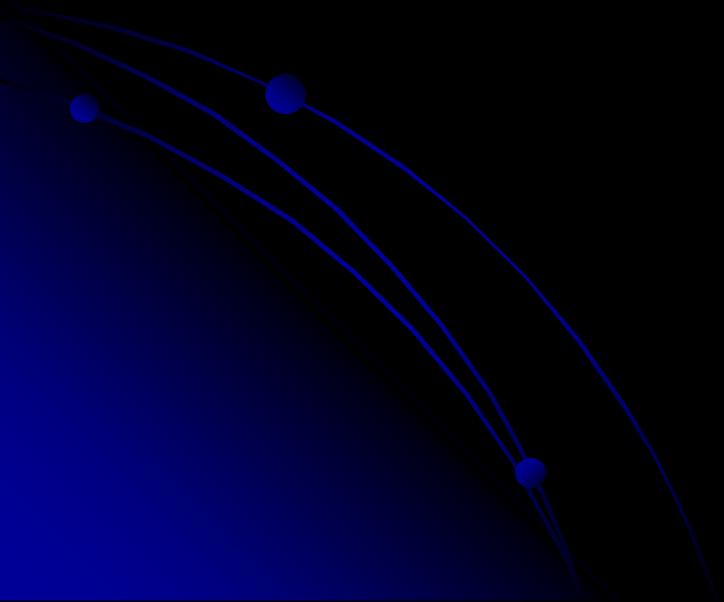
- Live in their own places
- Work in regular community businesses at minimum wage or more
- Have valued roles as members and contributors to their communities

Unemployment in Maine

	<i>April 2010</i>	12 month average <i>as of 4/10</i>	24 month average
Millinocket	15.8%	15.2%	12.8%
State	8.4%	8.2%	6.9%

The sad tendency in
our industry...

Overcomplicating



- **Discovery** seeks to identify **already-existing information** rather than developing information solely for the purposes of evaluation or diagnosis.
- Identifying a direction for employment is based on **information obtained from the person's entire life and not from an instance of performance.**

Michael Callahan

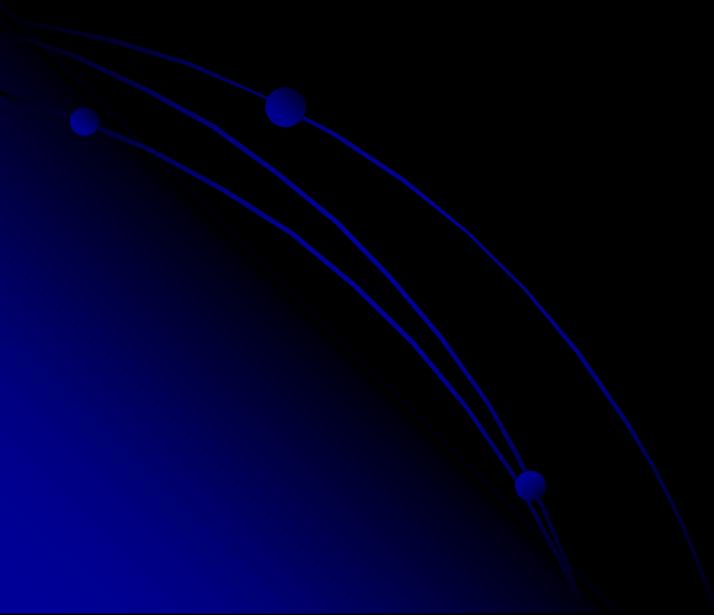
The tools of facilitated discovery can be intuitive and informal, but they are also the time-honored tools of qualitative researchers:

- Interview and conversation**
- Observation and time together**
- Review of existing information and organization of newly discovered information**

Customized employment

- At its core, customized employment is about a relationship with the person seeking a job and a relationship with the employer.

Lee's Presentation

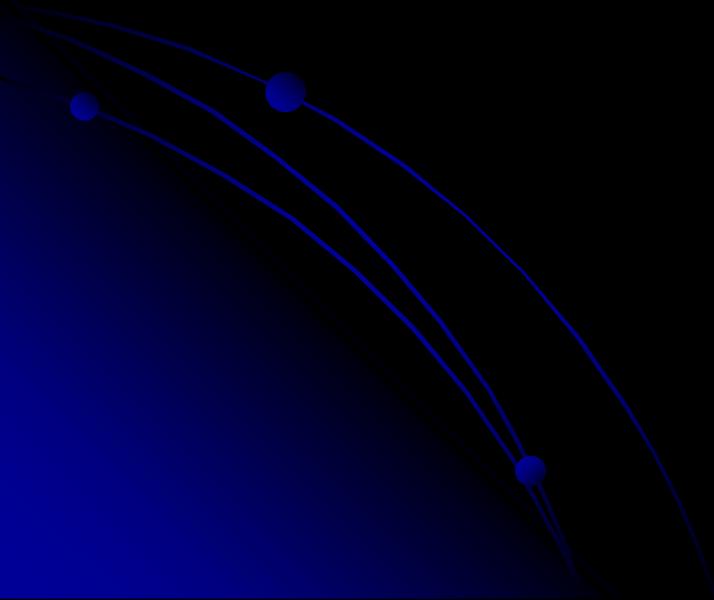


Customized employment

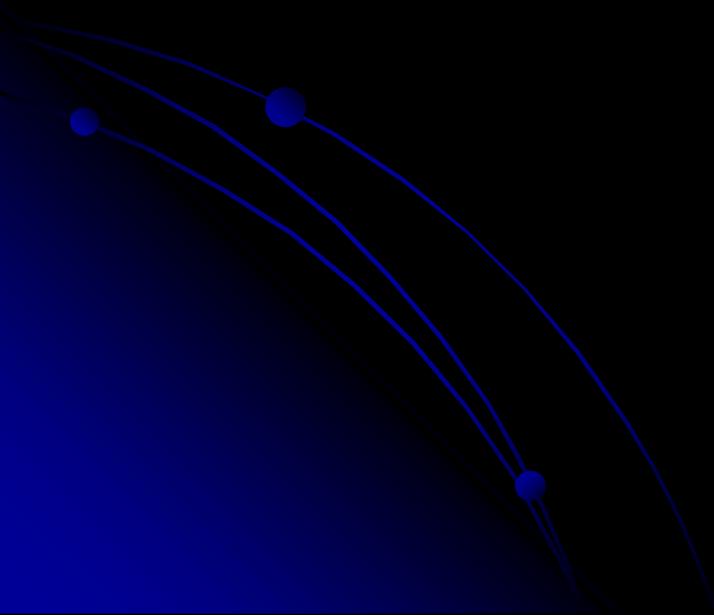
- Determination of the strengths, needs and interest of the person
- Determination of how these can help an employer.

Discovery consists of seeing
what everybody has seen and
thinking what nobody has
thought.

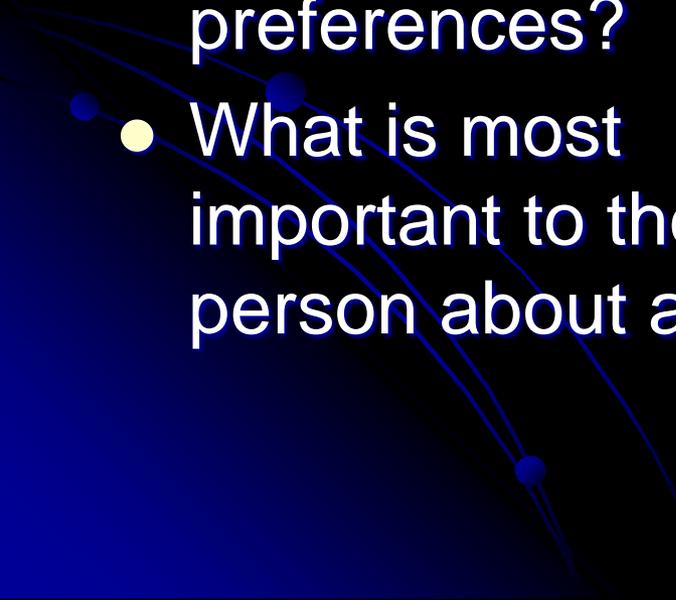
-Albert Szent-Gyorgyi



FAYE



Discovering the person

- What are the person's skills & personal qualities?
 - What are the person's interests and preferences?
 - What is most important to the person about a job?
 - What works (should be present in a job and work environment)?
 - What doesn't work (to be avoided)?
 - What would a dream job look like?
- 

Discovering the person

- What 2 or 3 specific types of jobs should be explored?
 - Where do those jobs exist in the person's community?
 - Do we have or know of any connections to those work places?
- 

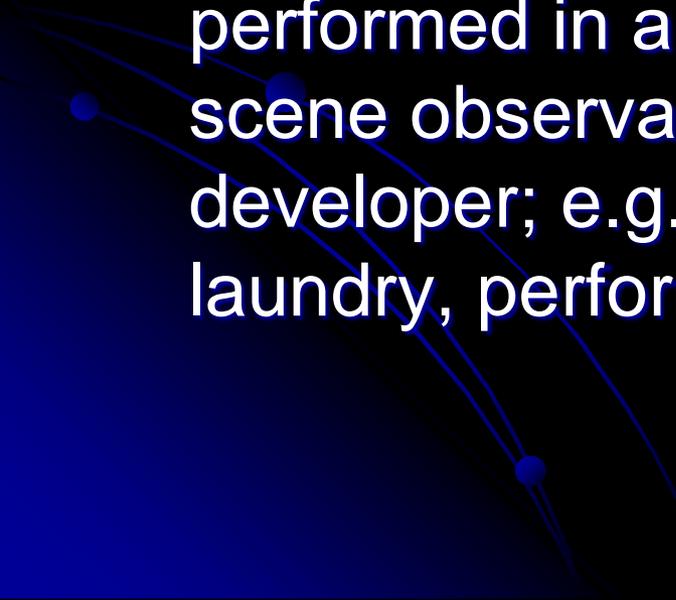
Pathway to employment: to increase knowledge of skills, interests, work requirements

- Conversations/interviews with someone regarding the person's interests
- Observing the person doing something of interest to him/her or something familiar.
 - Where did it occur?
- Observing the person doing something unfamiliar (*Ed's exploration*)
- List of household and community activities/ tasks that the person is interested in

Pathway to employment: to increase knowledge of skills, interests, work requirements

- List household/community activities the person does not care to do.
- Chronicle daily/weekly routine and need for supports.
- List of friendships, relationships, acquaintances & connections
- Identify job that requires performance of task that is in his/her interest/skill areas

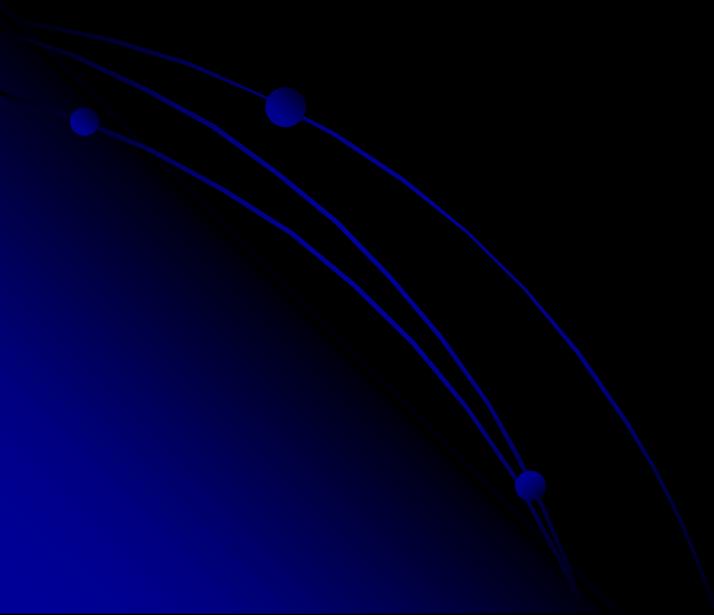
Pathway to employment: to increase knowledge of skills, interests, work requirements

- Observe a job/discreet task that could be performed in an area business (public place observation, e.g. stocking shelves, wiping tables, hanging clothes, etc.)
 - Observe a job/discreet task that could be performed in an area business (“behind the scene observation” requiring help from job developer; e.g., unloading freight, folding laundry, performing stock work, etc.)
- 

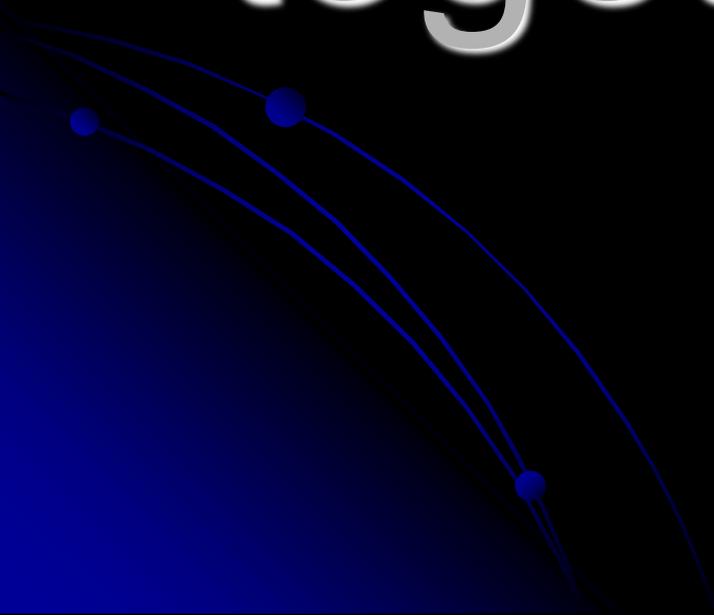
Itinerary for Discovery

- **WHO** knows the person well and has significant information?
- **WHERE** is the person most who they are? At their best?
- **WHAT** does the person do that makes sense to observe or participate in?
- **WHAT** is an unfamiliar activity that makes sense to participate in with the job seeker?
- **REVIEW** existing information that might help.

Deep Listening: Barb



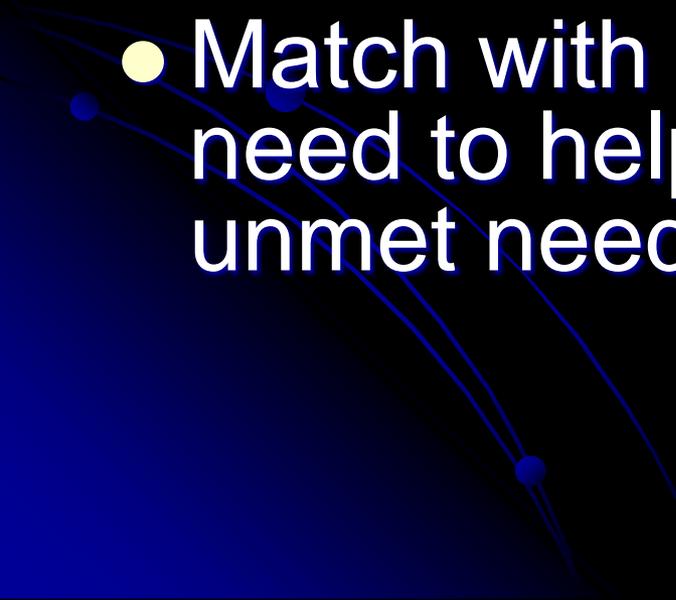
Putting it together: TOM



Tom's Customized Employment Planning Meeting

- Skills
- Personal qualities
- Interests & preferences
- Most important about a job
- What works
- What doesn't work
- Dream job
- Brainstorming ideas:
 - 42 potential businesses
 - 4 potential entrepreneurial opportunities
 - 9 specific personal contacts

Problem: no jobs or not qualified for available jobs:

- Individual may not be able to complete all essential job functions.
 - Begin an individual determination of the strengths, needs and interest of the person.
 - Match with employer's needs – may need to help employer identify his/her unmet needs.
- 

Problem: figuring out what a person would like to do for work

- Getting to know the person
- Perhaps spending time in the community doing leisure activities; talking with family; meeting friends; etc. to discover interests, abilities, and needs.
- Perhaps job shadowing; brief job experiences.
- Matches individual interests and employer needs.

Corey

- Lesson: We err when we underestimate people's abilities and interests, especially in a new venture. We also err when we do not appreciate what people with disabilities give to a business.
- Strategies: Think differently! Give people the kind and amount of support they need to be successful. Question our assumptions.

Problem: How to convince an employer to hire

- Need to believe the individual can make a valuable contribution to the business.
- Develop relationship with employer. Help determine unrecognized needs.
- Show how the person can make the business more efficient, make money, improve morale, remove problems, etc.

Problem: isn't it easier for the person to gain pre-voc skills first?

- No data to show that working in facility-based program is a pre-requisite to community employment.
- Data shows people with significant disabilities have difficulty transferring skills
- Difficulty simulating work environment of community businesses.

Problem: How will the person learn skills in the workplace?

- A key: willingness to support whatever the person needs to succeed.
- May need additional training by agency personnel; assistive technology; perhaps modification of company policy for a more flexible schedule, etc.
- Workplace supports are tailored to the individual.

Getting unstuck: the basics

Based upon knowing the person

- Talk about work
 - Go to businesses and discuss what people are doing for work
 - Job tours
 - Job shadowing
 - Job trials (situational assessments)
- 

Getting unstuck: employers

Based upon knowing the person

- Who does the individual know? Who does the family know? Who do employees know?
 - Job tours
 - Helping employers solve their problems (even before they know they have problems)
 - Job trials (situational assessments)
 - Appreciating the value of the person hired
 - Tax credits and other incentives
- 

Tips for Job Development During Tough Times

- **Turn a lemon into lemonade:** help solve the business' problems
- **Work your networks more than ever**
- **Use job tryouts and similar strategies**
- **Emphasize financial incentives**
- **Enhance your services to business**

“Nothing is less productive than to make more efficient what should not be done at all.”

Peter Drucker

