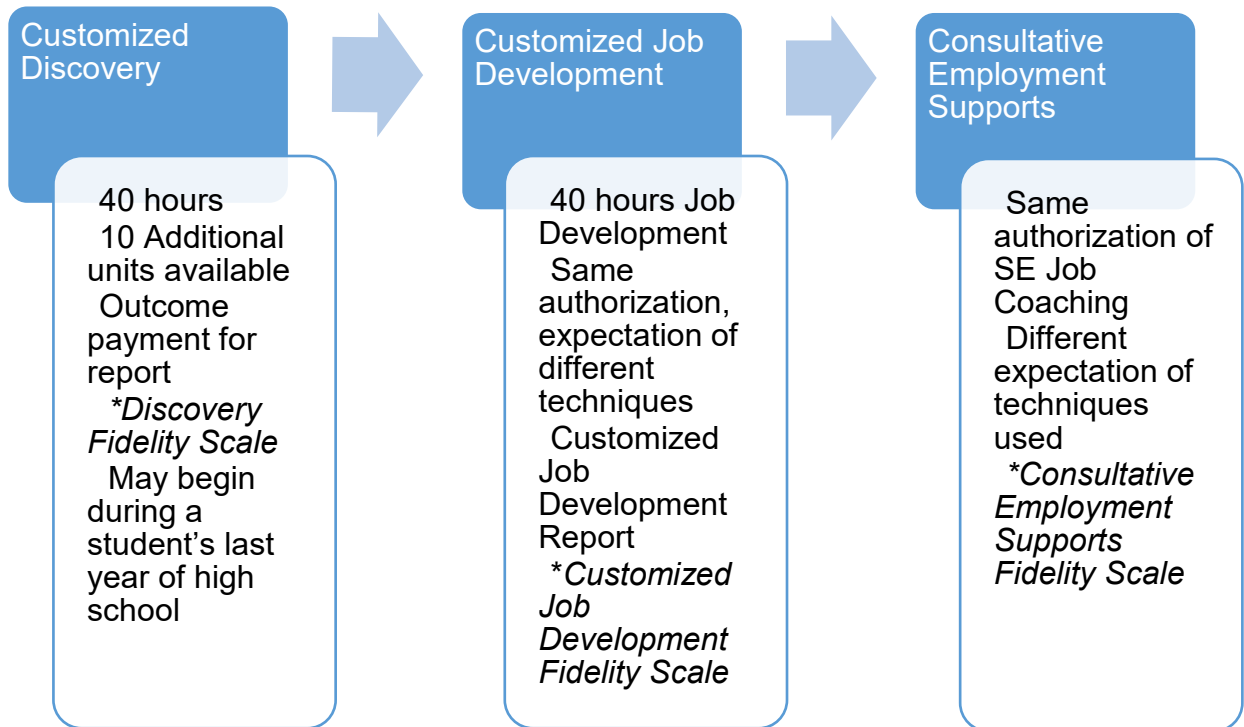


IVRS Responsibilities for Customized Discovery (CD) Services

IVRS staff must understand that not every JC requires Customized Discovery services. Prior to referring a JC (JC) for Discovery services, IVRS staff should:

- Provide counseling and guidance about employment options and services available through IVRS. To support these conversations, IVRS staff may use the following tools:
 - CD Flier for JC & Parents
 - CD Information flier
 - Referral Desk Guide and
 - Customized Employment infographic tools.
- In order to determine whether or not CD is the appropriate service, the team (IEP team, Case Manager, guardian, etc.) should assess the responses to the questions below. If the responses indicate zero to minimal information or experience, then CD may be an appropriate service.
 - What is known about this JC?
 - What does the team still need to know?
 - What does the JC have to offer an employer?
 - What support(s) does the JC need to be successful on a job?
 - What long term supports are in place and/or what long term supports are needed?
 - What are the JC's strengths?
 - What are the JC's interests and how might these interests translate into employment tasks?
 - Are all team members supportive of this service?
- Establish what JC, IVRS and other team members need to find out through CD and make a referral to the JC's CRP of choice. The CD provider must be approved by IVRS (approval includes having an ACRE Customized Employment Certificate) to provide CD.
- Determine if CD services can be initiated within 30 days of CRP receiving IVRS referral for this service.
- Initiate communication to the JC's team to begin CD services. This is documented by IVRS staff completing the first part of the Discovery Staging Record (DSR).
- Documentation from IVRS is provided to CRP to initiate CD services (e.g. authorization for service, initially completed DSR, and any other pertinent information).
- Documentation from other team members should also be provided to the CRP (e.g. IEP, work experience reports, completed assessments, Pre-ETS activity information, etc.).
- Assist in helping to brainstorm and identify Discovery Activities with team members and the CRP.

- Problem-solve with team members and be solution oriented in communication and meetings.
- Confirm if/what Social Security benefits are received and provide information to the CRP



CRP Responsibilities for Customized Discovery (CD) Services

- Determine if CD services can be initiated within 30 days of CRP receiving IVRS referral for this service.
- Schedule intake for CD Services which should include IVRS staff and other team members
- Schedule an initial visit to home (intake should be separate from visit to home) with the JCs and those who know them best (family, friends, etc.) at their home. Discussion topics may include: daily routines, frequented stores, locations, hobbies, volunteering, chores or various responsibilities as well as interests, hobbies, leisure activities, etc. The intent of this visit is to begin to understand the JC in the environment they are most comfortable in.
- Review if/what Social Security benefits are received and amounts. Consider potential for work incentives as employment is explored.
- Determine need to involve assistive technology (AT) professionals and possible benefits to include AT during CD Activities.
- Schedule interviews with those who know the JCs well and are supportive of competitive integrated employment to ask about the JCs's interests, support needs, successful support strategies, skills and performance in various activities.

Interviews should be conducted with individuals such as teachers, case managers, work experience coordinators, school counselors, supervisors at volunteer sites, etc. The CRP should begin to identify emerging vocational themes, which are general topics such as sports, agriculture, organization, technology, machinery, etc.

- Summarize information gathered in the VISIT TO HOME (refer to DSR section B) and INTERVIEW OTHERS (refer to DSR section C).
- IVRS staff and other team members connect to share information gathered thus far and to help brainstorm and identify additional CD activities. This is when the team will identify activities that are familiar and unfamiliar to the JC, specifically discussing those activities the JC has been successful in. CD activities should be identified based on information learned in visit to the home and interviewing others.
- The CRP should begin with an activity familiar to the JC prior an unfamiliar activity. Accompany the JC to selected places aligned with the information gathered through home visits. Collect information about the JC's non-verbal communication (i.e. smiles, body language, etc.) skills, relationships, supports, etc. The CRP should continue to learn about the JC's skills, talents and interests and refine vocational themes. During these activities, the CRP should identify how the JC learns best and how they are best supported.
- List planned activities in the DISCOVERY ACTIVITIES (refer to DSR section D). CRP staff should detail the following within this section: activity and location, who will engage in the activity, the date it will be accomplished, and justification for the activity (i.e. how is this tied to what was learned about the JCs).
- Complete informational interviews for each emerging vocational theme. Seek advice on careers, business needs, and uncommon aspects of the business.
- Develop a report from the DISCOVERY ACTIVITIES that summarizes the information gathered during the different interviews, observations and interactions. It is important that this document reflects the information in a comprehensive manner to inform the process.
- Schedule a CD Employment Planning Meeting (refer to DSR section E) to review the results of CD Services with team members and plan for job development. If the JC has not graduated high school, this meeting should include teachers, school counselors, work experience coordinators, etc.
- Provide the DSR report to IVRS and all team members (this should include JC, guardian, school staff, case manager, etc.) itemizing the time period billed, hours worked, payment amount and documentation of achievement of performance measures.

CRP Responsibilities for Customized Job Development Services

- Maintain a log of businesses contacted with or on behalf of the JCs.

- Build rapport and trust with businesses and community contacts in alignment with vocational themes. Learn about specific business needs and determine if the JC's strengths and contributions align with identified needs.
- Share the JC's skills, talents and contributions through the use of innovative networking mediums such as visual resumes, video resumes, social media and mediums that promote the JCs to the business and community.
- Accompany the JCs to meet with prospective businesses and community members within the identified vocational themes.
- Work with business and JCs to negotiate job tasks that benefit the business and the JCs. This may result in a customized position as the goal for customized job development is to look beyond traditional entry level employment.
- Recommend accommodations and modifications to the business (if necessary).
- Develop a job for the JCs with a business or industry that pays commensurate wage at or above minimum wage and offers benefits (whenever possible).
- Complete a job analysis for the specific job that has been developed.
- Negotiate with the employer the essential functions of the job that will serve the business by focusing upon the talents of the JCs.
- Work with IVRS to ensure training needs are identified and addressed with the employer, job coach and JCs. Determine job specific skill requirements, soft skill requirements, teaching strategies, timeframes, and responsibilities.
- Identify and arrange reasonable accommodations with the employer.
- Develop a plan for natural supports for any JCs in Supported Employment.
- Provide disability awareness and training to the employer in collaboration with IVRS when necessary.
- Provide technical assistance to the employer regarding the training progress as identified by the JC's team.
- For JC's who are still in high school, CRP staff should keep all school staff, IVRS staff, and other team members updated on the student's progress on a monthly basis for customized job development services.
- Provide **Forms of Job Development** to IVRS itemizing the time period billed, hours worked, payment amount, and documentation in achievement of performance measures. The forms include:
 - Customized Job Development Monthly Report
 - Natural Supports
 - Job Analysis

JCs Responsibilities for Customized Discovery & Customized Job Development Services

- Work towards employment goals and stay employed.
- Show up for meetings with clean clothes and in good health.
- Let staff know immediately when JC is unable to attend an appointment.
- Participate in the meetings and help plan the steps to success.

- Let the team know what JC's choices are by asking questions and sharing thoughts.
- Complete all the homework, recommendations and suggestions that the team agreed on.
- Make sure that JC talks with all those who are involved in the employment journey, including their IEP team.
- Provide any documents that are requested that will help JC reach his/her/they employment goals.