

Welcome to  
**Delivering Virtual Employment  
Services**

This is the third webinar in the series,  
**Beyond Basics: Virtual Service  
Delivery.**

We will begin at 10 am EST.

# Delivering Virtual Employment Services

Kim Harvey and Emily Hess, Best Buddies International

Susan Faltynski and Monica Davis, ADEC

Maya Cox, PCG

October 16, 2020



# Housekeeping Notes

- Everyone's microphone is muted
- Ask questions through the chat box
- To access closed captioning, click 'CC' on the navigation bar.
- Files will be transferred through the chat box
- Recorded webinar and files will be posted on the Level Up Indiana: ESI website

# LEVEL UP Indiana

*Employment Specialist Initiative*

The Level Up Indiana: Employment Specialist Initiative (ESI) offers skills development and networking opportunities to expand the capacity of the state's employment specialists.

Level Up Indiana: ESI provides Indiana's employment specialists opportunities to:



<https://www.invrtraining.com/>

# Foundational Training for Employment Specialists



**Register Today!**

<https://invrtraining.com/sign-up-here>

# Beyond Basics: Virtual Service Delivery

Webinar	Date	Time (EDT)
<b>Preparing for the Possibilities: Developing a Contingency Plan</b>	September 25	10:00 – 11:30
<b>Gear Up: Facilitating Effective Use of Technology with Participants</b>	October 2	10:00 – 11:30
<b>Successful Practices in Delivering Virtual Employment Services</b>	October 9	10:00 – 11:30
<b>Leveraging Technology to Support Your Team</b>	October 16	10:00 – 11:30

<https://www.invrtraining.com/beyond-basics>

# Objectives

- **Introductions and Reminders**
- **Virtual Discovery**
- **Virtual Business Development and Engagement**
- **Virtual Supported Employment**

# Introductions and Recap



# Identifying Interest in Virtual Supports

During COVID closure, ADEC reached out to each client to determine interest in continuing services and engagement during community visit suspension.

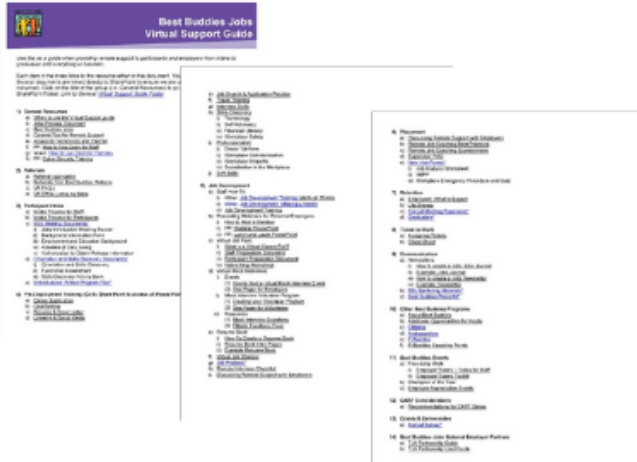


# Remote Support Guide



## Remote Support Guide

The Future of Best Buddies  
Jobs Expansion



### *Getting Started & Pre-Employment Stages*

Providing introductory resources and comprehensive best practices for the Referral, Intake, and Job Development Stages.



### *Placement/Rentention*

Delivering detailed guides for making quality placements while still offering premier remote support.



### *Communications/Other BB Programs & Events*

Everything you need to know about the Best Buddies 360 approach.



### *Grants, Deliverables, & Funding*

Helping Jobs Staff to navigate avenues for maintaining and securing funding sources.



### *Employer Partner Guide & more...*

Supplying Jobs Staff with straightforward information on National Partners, TTW, CARF, and everything in between.

# Reminders

## ***The content of the process doesn't change, just approach***

- Have a contingency plan
- Use multiple strategies to get to the same goal
- Use low tech and high tech supports based on what works for the job seeker and the Employment Specialist
- Consider duration, frequency, and topics

# There are different ways to get to the same goal

- Video for using masks and safety tips
- Video on COVID-19 in ASL
- Visual Supports: Knowing Your Rights during COVID-19
- Book/Manual: A Self-Advocate's Guide to COVID-19

# Poll

How are you currently delivering services?

- Remote service delivery
- In person services
- A blend

# Virtual Discovery

# Griffin Hammis' Guide to Virtual Discovery

Discovery Activity	Conducted Virtually
<b>Home visit</b>	Use videoconference OR recording to conduct a home visit, with the help of a family/team member if necessary. Practice same skills like open ended questions and learning about key areas and skills. <i>E.g. Virtual walk through of home to learn more.</i>
	Ask the job seeker to email pictures or videos of important people, activities, or things they do at home. Schedule time to learn more about them.
<b>Interview people who know the job seeker well</b>	Conduct a virtual happy hour, lunch break, coffee, etc. Videoconferencing is now widely used to connect. Take advantage!
<b>Familiar Activities</b>	Use videoconferencing or recording to observe job seeker in familiar activities. <i>E.g. Support staff video record them making brownies.</i>
<b>Unfamiliar Activities</b>	Based on what you learn during the Discovery process, identify unfamiliar activities that make sense. <i>E.g. Learning how to wear PPE.</i>

# Virtual Job Shadows through YouTube

## PROS:

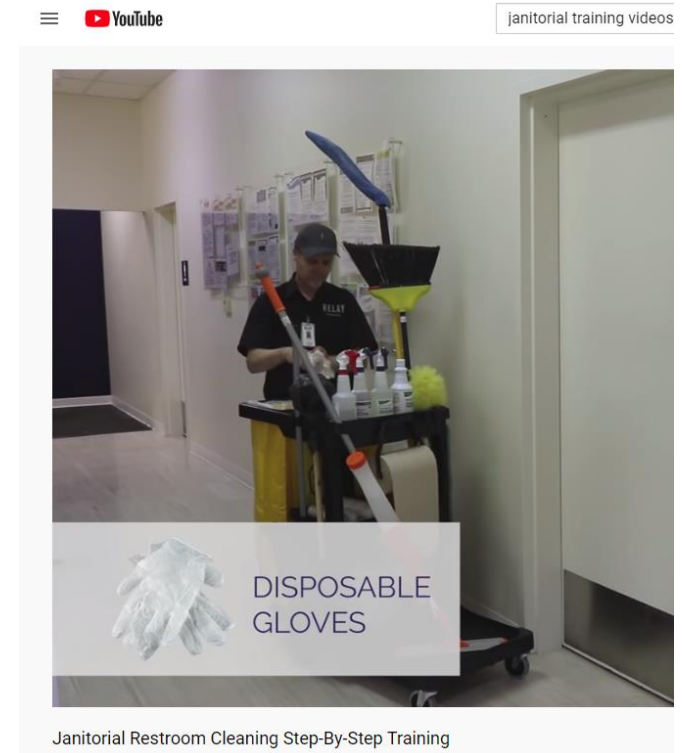
- Job seekers can explore any job imaginable.
- Most people are familiar with website, able to navigate
- View variety of sample environments
- Can use with multiple clients without fatiguing the employer

## CONS:

- Preview videos before sharing with clients
- Many videos to sift through

## FOLLOW UP:

Create a list of local businesses to contact for follow-up experience, in person job shadow and potential situational assessments.

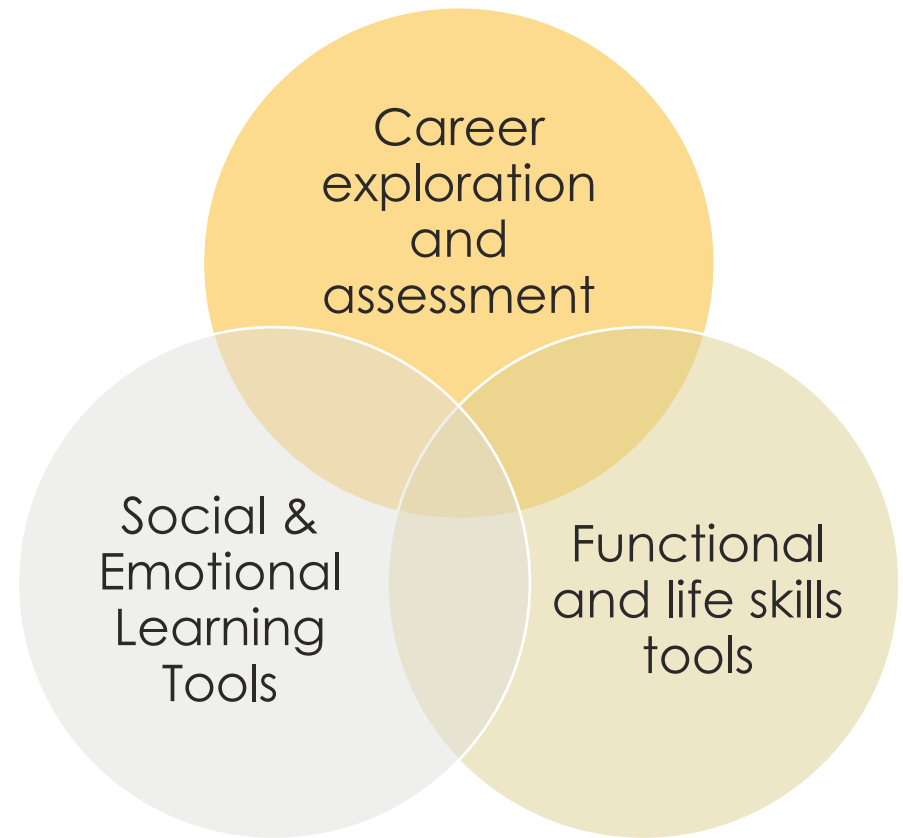




# Discovery and Job Readiness Training: Conover Online

Use this research-based approach to assess and teach skills.

- Access anytime, anywhere and on any device.
- Self-paced and developed with a range of skills in mind.
- Offers user-directed learning.
- Usage and performance analytics, real-time data tracking and program management tools.



# Virtual Business Development and Engagement

# Virtual Business Development and Engagement

Capitalize on COVID-19 changes to the workforce and workplace

Increased openness to customized employment and job carving

Increased access through virtual meeting

New areas of growth based on changing job market

Use Non-disability Specific Resources

[Your Next Step Indiana](#)

[The Career Index Plus](#)

[Indiana Career Ready](#)

# Job Development Wins

Use your Training Needs to Solicit & Enhance Business Connections



## *Job Shadowing & Job Fairs*

Guide to attending Job Fairs and engaging in virtual job shadow experiences.



## *Mock Interview Events*

Partner with Companies to Host a Virtual Mock Interview Event



# Virtual Supported Employment

*Same supports, different way!*

# Virtual Supported Employment

- Identify additional barriers or behaviors that might develop due to lack of on-site supports
- Identify and engage natural supports
- Increase frequency of communication
- Develop virtual relationships with those you might not otherwise communicate with off the job site or when not face to face (coworkers, family members, staff)
- Be intentional in the supports provided and record progress
- Document, document, document

# Resources for Virtual SE

- ✓ Apps
  - Work Autonomy App
  - MeMinder
  - DDRS mobile tools
  - Headspace
  - Life Sherpa
- ✓ JAN: Accommodations and compliance with COVID
- ✓ Social narratives and visual supports
- ✓ Technology already available and used by the participant
- ✓ Video technology that's understood and acceptable

# Life Sherpa

Features include:

- In-app messaging & video chat
- Personalized activities with pictures/videos
- Schedule activities and timelines
- Bulletin stores important documents
- Portal tracks participant progress
- “Push/Poke” to encourage participant to complete the activity





# Life Sherpa

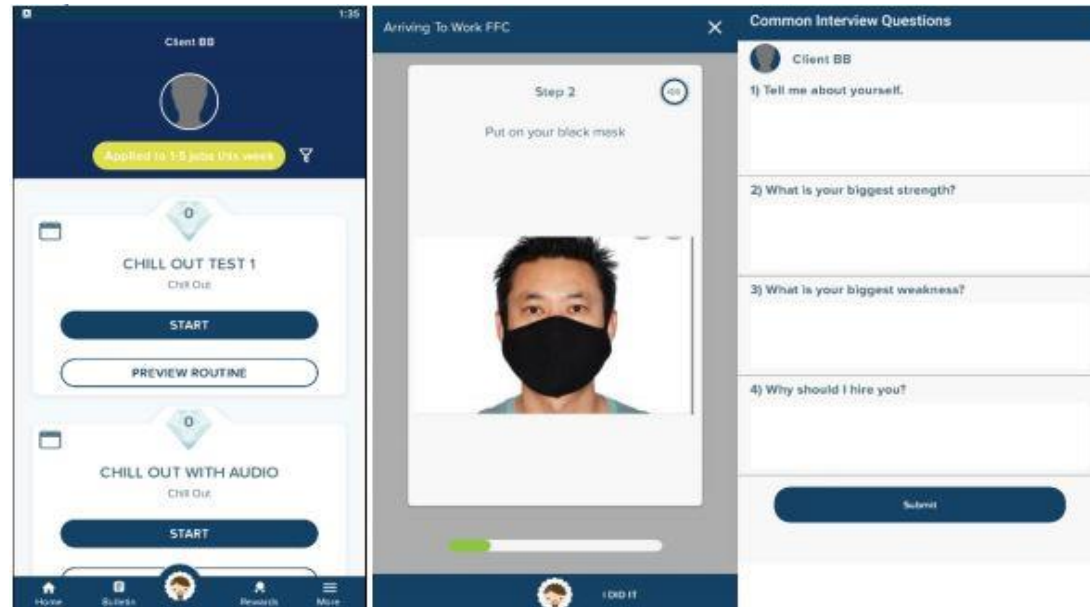


## Benefits:

- Increased independence at work
- Decrease in travel time/cost
- 100% customizable
- Minimizes stigma of in-person coach
- Secure app for communications

## Support:

- Quick response email communication
- Ticket system for troubleshooting



# Strategies for Skills Acquisition & Retention

## Replicate Job Tasks

- Roll Silverware
- Clean House
- Enter Shopping List in Excel

## Augment Skill Sets

- Master Troublesome Tasks
- Send Emails to Coworkers

## Train New Skills

- S2SAcademy.org
- Cash Register Simulator
- Typing/keyboard trainings



# Let's Try it Out! Small Group Work

Group	Case	How will you provide supports for...
1&5	Tony has a mental health disability that presents as an ongoing distrust and anxiety that everything using the internet is recorded and monitored by the government.	Job Development
2&6	Maria benefits from structured supports, including visual supports and prompts. Previously, her job coach provided on site job coaching 80% of Maria's shifts. The employer is ready to have Maria back at work, but is minimizing individuals on the worksite.	Supported Employment
3&7	Terrel does not use verbal communication, and receives support from staff at home 100% of the time. Medical conditions place him in the high risk category, so he is staying home. However, he and his case manager agree that it's time to think about work.	Discovery – Home visit
4&8	Kai does not have skills or experience using phones, technology, or the internet. His mother has a pre-existing medical condition, and the family prefers that Kai pursue employment where he can work from home. There is a skill gap.	Job Readiness Training

# Resources and References

[The Arc's Supported Employment During COVID-19: Resources for Griffin Hammis Virtual Service Delivery Guidance](#)

[APSE Webinar: Strategies for Providing Remote Employment Supports](#)  
[Conover Online](#)

[PEAT: Picking an Accessible Platform](#)

[Virtual Employment Supports](#)

[Viscardi Center Resources on Accessibility](#)

# Foundational Training for Employment Specialists



**Register Today!**

<https://invrtraining.com/sign-up-here>

# Questions?

Contact us

[invrtrainingandta@pcgus.com](mailto:invrtrainingandta@pcgus.com)

Learn more

[www.invrtraining.com](http://www.invrtraining.com)

# LEVEL UP Indiana

*Employment Specialist Initiative*

The Level Up Indiana: Employment Specialist Initiative is a project funded by IN Vocational Rehabilitation and led by Public Consulting Group

