



Leveraging Technology and Innovation to Ensure Best Practices in CE Services

The unique features of a critical concept in assuring employment for all

Randy Dicks
Brian Dean

1



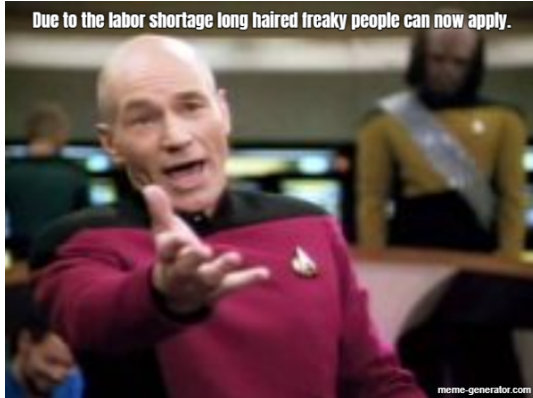
Session Objectives

- Understanding how technology can assist us maintaining the quality of our work in Discovery and Customized Employment during a pandemic
- Alternative ways of gathering for a customized plan for employment meeting
- Tools to assist in facilitating a virtual meeting
- Open discussion – what are you finding that works and doesn't work during these times.

2



1971



2021

P.O. Box 5, Gautier, MS 39553
228-205-4586|www.marcgold.com

©2021, Marc Gold & Associates. All rights reserved.

3

3

Questions

- On a scale from one to five with five being the highest how would you rate your comfort level with using technology to provide virtual services?
- What Component of CE have you conducted virtually?
 - Home visit
 - Tour of neighborhood with google maps
 - Customized Employment Meeting
 - Concept Portfolio Presentation
 - Other
- Do your funders support virtual services?

P.O. Box 5, Gautier, MS 39553
228-205-4586|www.marcgold.com

©2021, Marc Gold & Associates. All rights reserved.

4

4



Discovery is about really getting to know our job seeker... Customized Job Development is about getting to know and understand the needs of a business

How Can You Do That During A Pandemic?

5

Technology

What are you currently doing	Discovery	Future
<ul style="list-style-type: none"> • What Works? • What Doesn't? 	<ul style="list-style-type: none"> • Continued during pandemic? • If yes what piece of technology has been useful? 	<ul style="list-style-type: none"> • How can you build on what you are doing for the future? • What do you need to learn?

6

Expectations

- Have conversations with the job seeker and family on what they need for virtual discovery services to be successful.
- Help the job seeker and family realize using zoom is a skill the job seeker could use in employment
- Be clear on what is needed:
 - Camera on?
 - Quiet space/limited distractions
 - If the person needs to walk away from the session please let you know

Have a back up plan if things do not work

7

SOME TOOLS AND SUGGESTIONS

8

Some considerations for virtual Discovery

Experience
with
Technology

Internet
Connection

Facetime

Zoom

Family
Involvement

Family
Experience with
Technology

9

Don't Lose
Site of Your
Objectives

- Who is This Person
- What Do They Do
- How Do They Do It
- What Support Do They Receive
- ***Think strategically about how to get all or some of that information virtually***

10

Virtual Activities

- Via Facetime/zoom
- Having family members video and send clips of tasks (Discovery Observations)
- Having family members photograph tasks for creation of the Visual Resume or Video Resume
- Participating in socially distanced outdoor activities

11

Tips for Family on Pictures or Videos



- Be sure the picture is in focus and it shows the person doing something
- Take several shots and choose the best photo to send to the agency staff
- Take photos in a variety of settings
- Think about the story you are telling
- Decide with the job seeker what photos to send to the agency staff
- The photo should highlight the job seeker's contributions
- Schedule a time to talk to the job developer about the photos

12



How Zoom Can Help With the Process

- Mentoring
- Working with your team
- Screen sharing
- Minimizes back and forth emails
- Opportunities to have a small group present
- Job Seeker check-in updates during Job Development
- Meetings with potential employers

13



Suggestions for learning about home and family

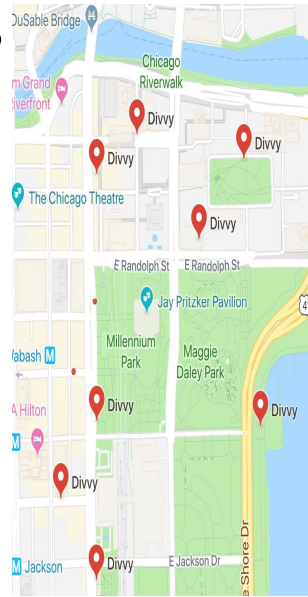
- Have your learning partner take you on a tour of their home (facetime or zoom).
- Talk to your learning partner about who they spend time with at home.
- Ask "Can you show me your favorite picture, piece of art, or Knick knack? What makes it your favorite?"
- Can you introduce me to the people you live with?
- What are your chores/responsibilities? Have them show you how they do a chore.
- What devices do you use? Show me how you use your _____. (Phone, laptop, tablet, gaming system,)etc.?

14

Google Maps

With the learning partner during Discovery:

- Use google maps to learn the businesses in the Job seeker's neighborhood.
- Look at the businesses websites to think about the different tasks performed there.
- Conduct internet research: Business reviews/ratings, etc.



P.O. Box 5, Gautier, MS 39553
 228-205-4586|www.marcgold.com

What Occupies your day

Expectations – Personal hygiene, etc.

Family Obligations – Chores, things I have to do

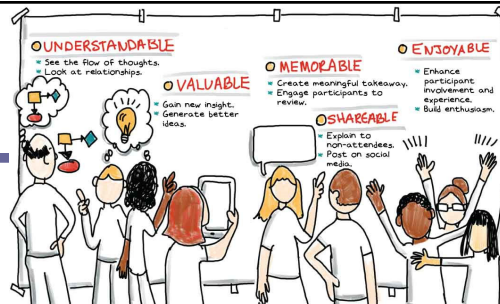
Fun – Online gaming, crafting, hobbies

Downtime – watching TV, reading, etc.

Suggestions for Activities

- Can we make lunch (or other meal) together? Sit the laptop where you can still see what is happening in terms of preparation.
- Plan what it is that you might make together.
- Plan what items/ingredients you will need.
- Plan how the ingredients will be obtained.
- Plan when this will happen.
- Talk about what type of activities you might be able to safely participate in – virtual, maybe a virtual escape room, other ideas?

17



- People are more isolated due to the pandemic
- Have them turn on their camera
- Help them pick out a virtual background
- Think about how to make zoom engaging rather than just a substitute tool to in person meeting
- Try to keep meeting short or lots of breaks, it is hard to stay focused on Zoom
- Think about sending learning partner and families short video clips of information concerning their Discovery

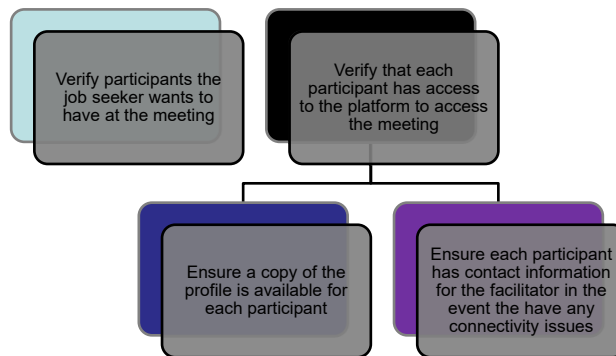
Ideas to Increase Engagement

18

Discovery (In person and Virtual) results in

1. A completed profile that answers the question "who is this person?"
2. A visual resume that demonstrates skill/contributions to an employer
3. A Customized Plan for Employment that ensures focus on Conditions, Interests, and Contributions.
4. A list of employers that will be contacted for job development

Conducting a virtual Customized Plan for Employment



USING GOOGLE JAM BOARD TO CAPTURE INFORMATION

21

John's Conditions

Close to home
- Walking or
biking
distance

One
supervisor or
go to person
(male
preferred)

Weekday -
Monday to
Friday, ideally
daytime such
as 9-5

Variety of
tasks - seated
and moving

Dedicated
private
workspace

Quiet
Environment

A minimum of
20 hours to
start at or
above
minimum
wage

No work
prior to
Noon

22

John's Interests

Technology

Mechanical

Travel and Tourism

©2021, Marc Gold & Associates. All rights reserved. 23 P.O. Box 5, Gautier, MS 39553
228-205-4586|www.marcgold.com

23

Technology Contributions

Internet Searches

Navigates the Internet

Burns CD's

Seeks technical support as needed

Creating agendas

Disseminates Information

Radar Mapping

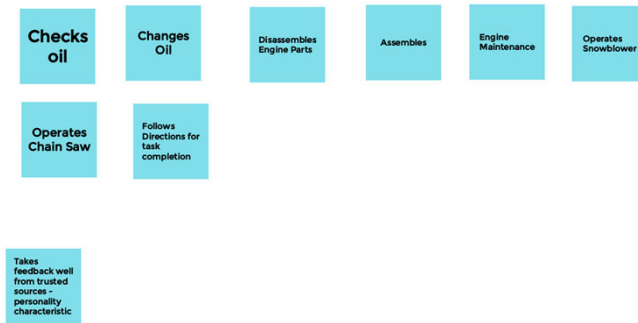
Engages in problem solving - personality characteristic

Dedicated to completing tasks - personality characteristic

©2021, Marc Gold & Associates. All rights reserved. 24 P.O. Box 5, Gautier, MS 39553
228-205-4586|www.marcgold.com

24

Mechanical



25

Employer Perspectives

- Understanding platforms a business may use: Microsoft Teams, Zoom, etc.
- Scheduling employer meetings and conducting concept portfolio presentations through Zoom.
- Other areas of success you've experienced in Job Development during the pandemic?

26



Questions? Discussion