

PROJECT E3 - The Discovery Fidelity Scale
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>> HEIDI DECKER-MAURER: Good morning, everybody. Thank you so much for joining us for today's webinar. My name is Heidi Decker-Maurer. We appreciate you joining us. Just a bit of information. Today's session will be 90 minutes. We welcome autotype your questions into the question and answer box any type the questions occur to you but we will be answering them at the end of the presentation. We'll do our best to address awful questions that people have. Rest assured, though, if we aren't able to get all of the questions answered today, we will take them offline and ensure that they're answered offline later.

And let see, a little bit more housekeeping. We're going to let you know a little bit more about the CRCs. And we'll give you some information after the end of the Q&A period so that you know what the next steps are for obtaining your CRC credits.

We're fortunate also to have Steve Hall today here to answer questions after the presentation. If you happen to have any other questions after the webinar or anything afterwards, you can go ahead and still email them to us and we will get all those questions answered for you.

If you do run into any technical problems, you can go ahead and use the chat box. So, Q&A is going to be for content questions, about the webinar and the chat is maybe for any technical difficulties you have.

So, I think that's all about the housekeeping. Again, we welcome the presentation and we'll now get it underway.

>> STEVE HALL: Hi, I'm Steve Hall. I'm here to talk to you about the Discovery Fidelity Scale. I certainly thank Virginia Commonwealth Supreme Court for having me here. Let's just talk about what this piece is. So the discovery is what you do to begin the process of customized employment. It's the initial phase. It's the one that gets the most attention, it's really what people talk about that's different to get with supported folks to get integrated job. That's really what discovery is.

Why we did the discovery fidelity scale is because what we were hearing is this. When a vocation p rehabilitation counselor or a regional funding agency or even a supervisor for a, someone, employment specialist who does this work, when they

got the product, the discovery product, they would ask, is this good? Should I pay for this? These folks did this agency did four of these discovery products for us. We owe us this many whatever hundreds of thousands of dollars. Is this okay or not?

So, by hearing that, many parts of the country, what we decided at Griffon Hammond associates were to do a Discovery Fidelity Scale. My job, we work in 43 states, and my job there, I am the director of disability policy, research, and financing. Particularly, helping states with rate setting for employment services. So, that's what I do.

And primarily, the, this is what we're talking about. Anybody who uses Discovery Fidelity Scale must sign an agreement with us, actually with Utah and Griffin Hammis. We have not established the validity of the scale to date. There's lots of unbelievably promising and exciting things that I am just dying to tell people what's happening, some of it even beyond my wildest dreams and think can be pretty wild at times but it really is going very well so we want to be sure, my role is to be sure that reliability is there. That has been somebody that uses a score, they would put. Similar to what score somebody else would put and when somebody, that is, somebody puts a three, in one state, we want it to be the same score, three, that somebody would put in another state or minus one, two, whatever that is. Tim Reisen, another state University professor. His role is to put together, what happens at the application of the scale. When a supervisor of an employment program at a provider agency, when they use the scale to help interpret the quality of the services that they're given, what happens to people with disabilities.

That is, jobs, money, how long they're employed, all kinds of the usual type of both immediate and longitudinal data.

And about who those people are that are receiving customized employment. So, that's, so, why we're doing it is to improve the employment outcomes of folks with disabilities. Let me talk about a few other things. So, there's reliability validity testing we're doing.

To use the scale, anyone can download the scale now at any time by simply going to the Griffin Hammis website and there will be the latest version of the Discovery Fidelity Scale. We're asking you not use that without the authorized administrator training which I do along with the associate so it's a one day training how to use the scale and how the interpretation of each of the tenets of the scale. We first scheduled it in 2018. I've been told that's one lengthier

articles but we think it's important showing what other people who are experts in cement, what they think is the scale, what -- in customized employment. Just some bullet points. Appointment seeker cannot fail discovery. Appointment seeker is the leader of their own scale discovery process, who you're actually working for. Discovery begins with engaging family, friends, and the community supports. Begins that way. Not on the end, it begins with that. Begins, as you'll see, with a home visit.

In discovery, this is important, those who begin with the home seeker achieve a much greater understanding of that employment seeker. Those who assist achieve a much greater understanding of

So, another way to say that is this. It's to fill your head. In other words, it is for you to learn about the person. You to learn how that person can work at his or her best. It's not to analyze his or her. It's the opposite. It's for you to learn what we often do for people with disabilities. We often do, given the employment, let's do the best job we can. What discovery gives us the opportunity to do is do the best we can and to change those later on through the development process, change what would have been the logical outcome of folks with disabilities.

Because what we know is this. Too many citizens with significant disabilities who do get employed and certainly not enough do, to say the least, but do get employed in other jobs that other people don't want to do. Jobs that are repetitive. Jobs that require very little skill. That jobs that can be taught. Or even not taught. That is, it's simply cleaning, mopping, wiping, doing something that might be of use for folks the outcome is not just with customized employment. Well, we got him or her a job. Isn't that great. Too many people are working in the community and then subsequently that very same day going back to the day center day after day. This is about being in a community in a permanent basis and making money doing it.

So, what discovery does is it finds out these things.

What the person can do. What the person likes to do. And what the person needs help doing. Discovery is, does not present a balanced picture of the person. What it does instead, it's biased for a positive picture of the person. It, we are absolutely going to find the very best job that we can for this particular person and their particular circumstances. What discovery does, yes, vocational optimization will often say,

well, we're going to build and fund the discovery portion of that as an assessment within vocational rehabilitation. Okay. That's cool. Nothing wrong with doing that. But, understand that this is an alternative to that traditional judging another person alongside somebody else. That is going, to, say, a big box store or some place and having them run through a series of tests and see how they do or going to, or being a student and folding piece to boxes, part of leaving school, when it comes part of finding out what job they want to do, you go ask somebody who works at the place that a person is folding pizza boxes and say, how is he? Do you think he can do this kind of work? It's not any of that. What it is, instead, is not that we're saying, no, don't ever do those things. We're saying, we think a much better thing to do is use a thorough discovery process. And I'll get that in just a moment.

Discovery is also for adults and it's for children in school age. But the only purpose of discovery is employment. It's not readiness. It is certainly a wonderful thing to do but its only purpose is employment. If the person is in school, the purpose of discovery is employment. Not a temporary job. Not a trial job. Not a volunteering job. Employment.

And when people can be employed who are in public school are in the evenings, on the weekends, during holidays, during summer, the long Spring Break, and certainly, during the very long summer break and in some school districts and some states, it's written in the individual education plan that it can actually occur during the school day but that depends on the school district, school place, in if that option I just mentioned is.

So, but the key point to learn is this is not about finding out really cool things about people and wow, we didn't know all this and boy, this is going to be wonderful and I guess someday, this all might be used to help him or her to get a job. It is not that. Instead, it is a beginning process. It is about immediately starting right after discovery. It is a tool that the customized job development specialist, the job developer will use to ensure employment. Historically, whenever you have job opens. If someone wants to hire someone, oh, good. We just abandon all processes. That is not how it works with discovery. With discovery happening, you're trying to learn more. You're trying to find out more. You're trying to expand opportunities for citizens with disabilities. If you can see this conceptually, you're trying to drive towards uncertainty. Not towards certainty. Not trying to hone it and whittle down to

what is the essence of this person, and it means that they can do. What discovery is trying to do is expand the possibilities that citizens with disabilities have.

And it's uncomfortable a lot of times for professionals because it's a drive towards uncertainty. What might be possible for this citizen. Again, there's other -- there's guidance to do that. We'll talk about that a little bit later about how that might happen.

So, it's not a stand alone service and it certainly is not job development. Job development is what happens after discovery.

So, what discovery is, is helping them to get a job in the community. That is learning something more, something more about that person. It's a determination. Not an evaluation. It is an determination. Not semantics. It's a determination on how best to proceed. What is it that we're going to do to ensure these citizens have the best shot at getting the right job. The job that lasts.

So, discovery, I've explained that, I think, in this introduction and so you got, that's the initial step. What's fidelity? Well, fidelity says that you're going to do something that evidence shows is actually how you should be doing it. It's not just how somebody who is really bright and really smart and really comes up with great ideas about how to do discovery and you should do this because I said so. That's not what fidelity is.

Fidelity is proof that spending the taxpayer dollars to help in the habilitation of this citizen, psychosocial employment, fidelity says, why we're doing this, why we're doing this this day or this moment or this half-hour is because we know that best practices that will likely end up in a good outcome. Multiple good outcomes, including wages, hours worked, length of job, and a whole host of other outcomes.

What is scale? The scale is the toughest thing to maybe conceptually understand but what a scale is degrees of correctness. So, the scale has a minus one. In other words, don't do this. It has a one score, a two score, and a three score on the multiple tenets that are in the scale. So, on the tenets, you have a choice of scoring it one of four-ways. If you score it as a miles per hour us one, it's like, well, this is what we're doing, and the scale is telling us we should be doing that and we are doing that. That happens a lot. A one is, you are, we are doing this in a way that is acceptable, it meets the fidelity criteria, we are doing what we're supposed

to be doing for this citizen that will likely help them get a job. When we're in the home, we're in the home talking with the mother and father or the person with, and the person with disabilities or whoever else might be there. We're looking at the neighborhood in a way that we believe will most likely end up with the successes we want.

That's why we're, our fourth version of this will come out in late fall. We're learning data and information scale that has changed three times. That is, we've learned not this way. A little built. Tweaks changes, more than a little tweaks about how it may be changed.

Variations from slight variations from that article that is coming out just now. So, degrees of correctness means, I tried to tell folks, minus one, if you have to put it at ABCDEF scale. Minus one is an F. A one is an A. A two is an A plus. And a three is an A plus plus. So, that's what we try to see, degrees of correctness. Also, by the way, if you score on the scale, a two didn't mean it has all the components that are in one, and all the components that are in two, it means all the components are in one, all the components are in two, and all the components that are in three.

The development history is, I think, I've gone through that. Began in Florida with its first field work. More folks are wanting it. Why they're wanting the scale, now when we send tax dollars to help very significant challenges of employment get a job and we're paying for something, we now have a way to be able to tell whether the person that we're paying, the contractor, the provider of services of the customized employment service if in the initial, very, very critical and crucial phase of discovery, are they doing. Are they doing the work of fidelity. How close are they coming to doing the work in a way that's going to make difference. So, California, Missouri, Utah, South Dakota, and Michigan are the states. California and Utah have a little more of a head start than the other states. Training on how to administer the scale, so, this is, again, the training happens over a one-day period or to a vocational rehabilitation supervisor and then that person and I go over the results of that scale asking you've got the product and this is what you think the score should be on each of the tenets related to discovery.

Tell me how you got, why do you put a minus one here. Why did you put, give this one a two. We go over each one. So, what I'm doing there is helping by doing that with every single person, it helps them have that reliability so I can be certain

people are scaling it right. Here is what the truth is. The first sales, they're not so pretty. The first time you do it, the numbers are all over the place. Some that are right. But people get the idea, it's an A, B, C, they want to be sure I get the best score or this.

And then, once that all kind of sinks in then the second, it is the round given. We now have some people on their third and fourth discovery scales given and it is really a beautiful thing.

In fact, I did one day before yesterday, absolutely no changes at all.

I had and with great results, too.

So, who should administer? Again, anybody who is in a, here's who I would like to have in the room when we do the one day discovery fidelity scale training. The people who make funding and administrative decisions about who is eligible, who has access, who gets resources participate in customized employment.

I also want people, so, that kind of covers everybody I mentioned before. That is, the person who is the, sometimes regional VR supervisor. Different provider agencies have taken the discovery administrator training so those folks in the room. After that, we go over the scale, as I mentioned, point by point, reliability. Resubmit it again. And then at some point, usually within two to six months, then I return on site to a particular state to help them with whatever the issues are, and at that meeting, and it's quite a meeting, then every employment specialist can probably, that can possibly get there is there, too, and you get to find out what's really going on in a statement or community area and what are the real areas of folks with disabilities.

And all that so informs this scale of what we need to be focusing on who ensure that folks are doing well. Interviews with Mike Callahan and Kerry Griffin and another dozen people that have been working with customized employment for years. Focus groups with experts on customized employment and practicing. We follow an internal board review process that's been approved at Utah State University and that's who gets the data and does the analysis of it and then we continue to improve the reliability of the scale based on results and follow-up with folks on changes. Do what they want. Specialists saying, hey, this is what I'll be looking at, be sure you have everything there. So, I did create something called a cheat sheet that in a very simple, usually one phrase,

says, in shorthand what each tenet is. It gives them something to give to somebody to say, by the way. I know you know how to do discovery. I know we've had training. I know that. These are the things I'll be looking at. These are the, in short, the tenets that I'll be looking at to determine whether I think what you're doing is what we're wanting you to do.

So, also, the cheat sheet rather than saying, I'm going to stand back and evaluate your work, it's saying, no. Change things already. One of the biggest surprises to me has been, in working with states, has been how the Discovery Fidelity Scale has immediately started policy, customized employment financing, discovery financing, hourly rates, how it began immediately when they saw the tenets of the scale.

In other words, we already see what's coming down the road and what it's going to look like is too many minus ones to make us feel very comfortable. The scores are not what they're going to be.

And again, in this presentation I will not be all of a sudden putting up the scale and going over it point by point. You should, in combination with this, you take a look at that scale and then in more detail consider administrator training if you want more detail but otherwise, again, the Griffin Hammis.

>> It needs to be a part of referral process. Discovery needs to be. That's one of the tenets. In other words, in the discovery fidelity scale, there is a systems fidelity component, and then there is a services fidelity component. E. people eligible for employment are also eligible for customized employment and people need to make a decision about that that customized employment is not just for as LVR director said to me in a state, then, it is not just for, as they said, the most severe of the most severe.

Instead, what customized employment is for, is, who is eligible for it is anyone who is eligible for support employment is eligible for customized employment. With that said, then, states are making decisions, who gets support employment and who gets customized employment. But, with that said, the data says too many people who get access to customized employment are young citizens, never over 40 years old. Almost always under 30 years old who are not in a day center, not in a settle erred workshop, not in a work enclave, not in, in other words, they're not in a group home. Not only do they have more significant disabilities, they are people without any other services. In financing, that's another tenet. Financing, the key word in there is a word called accurately. Need to be

financed accurately. That is, that it needs to follow the. They said, let's try this. The courts have said real clearly, states are not allowed to take government money and to experiment and see if it works and see what the market will bear. A government is not an ordinary purchaser of services. Like an independent corporation, maybe. Instead, a government needs to have a reasonably principled analysis on what they think the rates of payment needs to be to achieve the desired results as has been authorized by Congress for the use of the dollars.

So, in financing, then. I'll just stop short there, noting that in every once the use of discovery and fidelity scale has helped case to be justified the source of rates that many people in central offices of development of disabilities services, mental health services have known to be paid to providers and providers have known should be paid to them an hourly basis to do whatever the services may be but have not had the justification for that and this is a part of that. Also, that guidance says clearly if you choose milestone payments, some type of performance, this is also a part of the scale, then, the guidance is, it must also translate into an hourly rate. It doesn't mean it has to be paid by that hourly rate but it has to be translated into an hourly rate so if someone is paid 2,000 or 3,000 or \$4,000 for discovery, whatever it may be, that needs to translate into an hourly rate based on how many hours of discovery, whatever may be the case.

And then I, myself, was a provider. I was a state commissioner of mental health. I certainly know a lot about providers and what providers need. But most of my career in life has been as a provider of services and the most important thing there is regarding the financing, it needs to be well so that there is not high staff turnover because you cannot do these more complex methodologies like customized employment without having reliable staff that you can depend on. In other words, there should be no such thing as a referral just forever. A referral just for discovery. It should always be a part of a customized employment referral because the only purpose for discovery. The purpose of discovery, the next step following discovery, the immediate next step following discovery is job development.

Person is eligible for SE or eligible for CE, as I mentioned, and there is the accurate financing means in the words of the federal government, a reasonably principled analysis about hourly costs.

And I mentioned about the CE personnel. This is about the fidelity ten et ceteras.

Some of home and neighborhood visits I think has, I think it has maybe four tenets, the discovery activities has a couple informational interviews does, too. Vocational profile may have one and one.

So, there's different. Each of these has different numbers embedded inside it but let's talk about the home and neighborhood visit first. Discovery is always going to begin in the home. What if they don't want me to come to the house? Sure. You can then have it in some other place besides, obviously, the provider agencies would be the least desirable place for that visit to happen. A lot of things that happen in the home of that are going to be quite helpful.

So, home. Neighborhood visits means, not a drive through. Not a look on the internet to see what the neighborhood is. Instead, it's walking. Finding out about the neighborhood. And in the best, in the upper reaches of the scale maybe like a priest. Or an administrator or maybe another person that has invested quite a bit in their business in the area. That is that you're not just looking at the neighborhood through your open eyes, but through other eyes. That's the detail of the neighborhood visit.

In the home and neighborhood, then, it's not sitting down and saying, the scale is, again, that's the minus one when you start out with, hey, I've got a lot of questions to ask you. I'm just going to go, question, answer, I'm going to sit there and transcribe it. That is not on the fidelity scale as a recommended way to conduct a home visit.

It's not interrogatory. It's not an interview. Filling out a game of 20 questions, filling out a questionnaire. I know I'm being rather cavalier there but I'm saying you need to do list listening and more questioning to really have a conversation. What you're also building is that trust and interest, certainly with the family in their son or daughter working at a good job in the community. It's about working with others which I describe. It's not a business you're thinking about placing the person in. You're not jumping to the job. Never, never, never jump to the job but what you're doing is looking at other places and you're doing discovery activities that are, something says, well, maybe this would be a good place. Doesn't have to be a place you've ever been to ever before. Should not probably be a place you've ever been to before because we're trying to learn more about him. You're learning how best

to support this person. That is the gold in discovery activities. When you learn how best to support the person, guess what? When p they actually get the job and then they need to learn more skills to the job. Guess what you've got here, back in the discovery plan, how best to support this person. How this person learns, that's what the discovery activity is, what you're trying to do there. Challenge eases at employment jobs and that is that you're not there talking to employers looking for a job. In discovery, what you are doing is trying to expand possibilities, trying to drive towards uncertain. You're trying to just tell me about, he likes whatever it may be that's in this particular company because you know that particular company does whatever it looks like this citizen is he has said over the discovery process to date to both the activities and in conversations with the home. You're in your home business. Tell me about other places that do this kind of work. Tell me bother places that to this kind of work. Other people don't do it overall. But, it's not asking questions like I just did. Instead, it's about having conversation with usually the owner or principle person at the business to find out where are all the potential places to work and what are all the potential -- what all the potential jobs inside of that. That possibly the person can do. Do you see how you're expanding businesses that other people can look at based on that personal interview or other areas because of whatever the person's vocational theme may be or the person's interest that comes out of the discovery process. You're expanding possibilities, not trying to narrow things down. In the vocational narrative of the discovery scale, what you're doing is this. In my life and maybe in yours, you've seen discovery plan, discovery plan, individual education plan, whatever it's been where everything just seemed to work out fine.

Look at this. We went from discovery, we went to the home visit, it was perfect. We went to discovery, it was perfect. Informational interviews, it was perfect. All the way through as if the whole world often works that way when we all know it doesn't and what we're looking for in the vocational profile is that moment when and it sometimes doesn't happen but it often does, it's like, you know, we should have probably considered wow, we found out more information, we did not have any idea his aunt was such a big part of his life. We didn't have any idea his interest, whatever that may be. We didn't know anything about baking. Nobody ever mentioned anything about

baking anywhere and suddenly, here it comes. Just know what the vocational narrative review is about, what you're really looking for what they're looking for is we needed to go back and do something because this wasn't about just getting the job done, given money we got and the time we got. This is a human being trying to get the very best job they can so we respected that person enough that we went back and did the work necessary to make absolutely certain we're getting that person the right job.

Obviously, then, you might get, as you might guess, one of the tenets is, does your funding source allow extra funding than originally proposed, not a ton, but enough that it will give you the resources to go back and to do some other work that you found out.

We need, because if not, then you see the pressure is on getting something done, given the amount of money you got and given the time you got. The promise was this was supposed to be a really good job that I want to work that's going to make me a really significant amount of money. We don't want to make it seem like suddenly everything is smooth and working out well.

This is where you want to see that uncertainty, that mistake that's not a mistake, something beautiful where somebody acknowledges we need to work on something else.

And then the employment plan, the key part is job context development and I really mean that. I mean the place where, based on the vocational profile, all the work we did and to record all the processes I just went through discovery, what could be context for job development. That is, customized employment is an integral process where that employment plan then leads to go over to Michael and Strauss, whatever they do. No, it's good, go to that place. Talk to this particular person. It's real context for job development so that job developer never says, thank you so much for all the discovery. Really appreciate that. I'll just go back and do the usual job development I usually do. This is customized job development that needs to happen now and in customized job development it's very different beyond what the scope of today is but a very different process than I say customary and ordinary job development

And a key to that integral part is having those contacts with the names, phone numbers, addresses down to begin that job development process. Here's how I want to mention. That's what we're working on now. People should be out. Make a decision where they want training on how to do customized

development with fidelity. I am hoping by this fall so we'll see the same process. Focus groups followed in the development of the job and customized if you look at the scale, certainly get your own copy of the scale and if you have from what I've said here, if you have more questions, certainly teases our Executive Director, Beth Keeton. Here is my contact. If you do contact about but if you have questions about the scale or anything you've heard today, then you're very welcome to write me or thoughts you might have about it so thank you very much. So glad to be here today to share this with you

>> I just want to thank Steve for such an excellent presentation. There was so much good information in there. I'm glad that we had a chance to share that information with you. Also, we have Steve Hall here and he'll be able to answer questions in a few minutes. I think that before we take some questions, Steve, would you perhaps like to say a few words about
(lost audio for 30 seconds)

And particularly the discovery fidelity of the process known as discovery

>> HEIDI DECKER-MAURER: That's fantastic, Steve. Thanks so much. Right now, I don't see any questions in the question and answer queue so I'd like to encourage folks to put any of their questions that they have in there.

Steve, while listening to your presentation, I heard some really great things in there. I thought I'd just talk a little bit about that while we're waiting for the questions to come in. The personal discovery that you're doing with the consumers at the beginning, that just seems to me to be a great way for you to build or for the counselor to build a really good trusting relationship with the person with whom they're working. It sounds like it's more like getting to know a person and getting to find out about that person just kind of not necessarily getting them something they're excited about. How do you feel about that relationship building.

>> It's critical because you really know who this person is. Customized employment is not just putting people in jobs they already know how to do. There's going to be putting people in jobs where they'll need, you know, teaching and training and learning, how to do that. Customized employment uses a consultative model of job development which is a whole other conversation which has a whole other conversation. Again, discovery lays the ground for that. Jobs weren't the best jobs and I was one. Main people who. Today, we can put people in great jobs and we are in a really good job then the person that's

naturally, is going to teach you and train that person to do it is a co-worker who has done that job. We've put it to where the bridge is only so wide but once you customize that approach, you're bringing the other person on that bridge with you.

>> And with just anybody, but I think sometimes folks that have some difficulties. Sometimes there's not as much agency, and I think that when you're talking to the person and getting to know them and finding out what their preference is and what they're interested in, that really gives them a lot more buy-in to pursue something because as you said, finding a job. Really helping them find something you want to do. And if people feel like they're listened to I feel like they get after their goals a little better.

>> State vocational rehabilitation. They couldn't keep a job. That's what happened. What I'll just say is that we want people to have jobs in their community, they get these jobs pretty quickly but then six months later, eight months later, ten months later, they're out of the job and what customized employment does is ensures they're the right job, we find those ideal employment and those types of jobs are the kind of job that's some of us have had in our life which are jobs that we stay at, doing that type of work.

>> You know, with any job that people get, there are going to be good days and bad days but if you're doing something that really, you fit with, then it's easier to, you know, to take it as it comes and know that there are going to be good and bad days and just, you know, any kind of job that I've been involved in, there are parts of it that you really like to do and you would maybe almost do for free but then they're the hard days and they're the ones they should pay you for but helping them find something that really suits them, it just feels like all the obstacles at work are much more something you like to do.

>> STEVE HALL: One thing I like to emphasize. The Discovery Fidelity Scale is not how you learn to do discovery. We just find these tenets are critical they're included but how you learn to do discovery is having experts that work at Griffin Hammis associates. These are people that have been out there and face-to-face mentoring and working directly with people every single day to go about how to do that and modeling how to interact with. And that's how you actually learn. What this role, my role is about how to do the critical components that are more likely to succeed. But it's about training that judgment and that nuance and mentoring that that really makes a big difference.

>> HEIDI DECKER-MAURER: Well and that's hard to impart in training. It seems to be one of those things to try it. Forming that judgment to decide when it needs to be used, that's really important. I do have some audience questions. Thanks for checking in with us. Kevin asked, does a person need to go to training before they can administer the scale.

>> STEVE HALL: Yes because what happens is this is a research project because that's what's happened is that a lot of places do customized employment and a lot of places do, so many different ways. This is what they meant. He r I thought I was doing things right. They found out repeatedly once you apply the scale and have the training, like, oh, okay, I didn't realize that. But I knew a person that was doing customized employment for four years and he was considered, you know, by many excellent and said I really didn't understand how to do customized employment until I became a DFS administrator.

I had been not only doing it in ways that I was getting inferior results but so were the people I was teaching and training as the agency supervisor for that so that so, yes, what folks need for that is a provider agency. States can contract with Griffin Hammis with that. We also W obviously with the federal government. I've been a Subject Matter Expert for the U.S. Department of Labor as other Griffin Hammis associates have been also so we have close ties with federal government and financial training and all that so there's just a lot of ways to get to yes in how people can become a DFS administrators and it's just a one day training but if we found it's very critical and then that one day follow-up training which I'll be, I'm doing a job development fidelity. Job development with another state because I've already done DFS administrator but all that is about staying in that contact with people actually doing this work for a really extended period of time, six months, 12 months, maybe sometimes 16 that ends up making all the difference endmost of my work except for two times folks see me is done over the telephone directly involving an actual person can disabilities that they do discovery with.

>> HEIDI DECKER-MAURER: Sure and that's kind of its way things are going, having it more online can make things convenient. There are always people on the other side of the digital divide and that's not easy for them but it sure is handy when this works. I have another question. Atiena asks, are you seeing greater retention in doing this with individuals and them staying longer in jobs.

>> STEVE HALL: Well, so the data collection is both, we

collect demo graphic data that has to do with the scale and then longitudinal data. All of that, we're not ready yet. We'll be publishing a paper. There's people come ping at bit to get that paper out of the folks. I'm actually part of the hold-up in that I want enough people that somebody can't say, well, yeah, we know you did a great job with these people but what about all these other people. We're trying to make that data rich enough and big enough so that's the first thing.

The second is that we're action static. I think people are going to be really thrilled. When you start addressing both the systems pieces which is what the fidelity scale does. We start talking money. You start talking rates. You start talking about turnover. You start talking about experience. You have that piece and you talk about the actual tenets that have to do with the scale. That combination of the conversation. Not, oh, no we don't talk about that. Then what you have is everybody going in saying, oh, no I'll make that type of development. Like a VR director in one of the states we work with. Like he said, say, this makes a lot of sense. But, he was in the room. VR direct yeah. it's not a small state. He was actually in that room talking about and of course obviously when somebody has that type of roll, people tend to listen to him.

>> HEIDI DECKER-MAURER: (laughter) yeah, it's nice to have that top down support. So, definitely. I do have --

>> STEVE HALL: I'm sorry, but let me get to the answer.

>> HEIDI DECKER-MAURER: Oh, go ahead.

>> STEVE HALL: I'm sorry so no we don't have publishable data yet to show about longitudinal outcomes. What I got was data because I I actually know whether a person has a job or not because I'm actually talking with people because the data is pretty fantastic. We have different things that happen that you think were surely because of circumstances, you would have folks not having their job when you looked at six months, ten months, s 12 months, 18 months that looks really good.

>> HEIDI DECKER-MAURER: Super. I do have a few more questions. Diane has asked, is the use just with those who are in supported employment or are there job specialists using this technique with others in the VR system?

>> STEVE HALL: Well, there are some state director, particularly, and of course I did countries about the job development so start to go realize that one, let's see what the law says. The law says anyone eligible for support employment is only for customized employment.

And then once you start down that path of customized employment, understanding how different it is by eliminating comparative evaluations, instead have the discovery process. How different it is to have customized employment, excuse me, as compared with traditional job development. How different it is to have consultative job site training versus direct job site. When you start realizing all those pieces and differences, people begin to say, what about others, I won't stretch this too far because I can talk a long time. But, I would just say this. We have a real problem with men over 50 years old who lose their jobs and good things are not happening for them.

In fact, horrible things are happening, as you know probably earlier I was a mental health commissioner for a state so I have a lot of first hand experiences knowing what happens to people when they lose their employment. The chances, if you're over 50 and you're a male and over 60 and you lose a job, if you are married, you end up divorced and lose your job and then the suicide rate is beyond anybody's wildest imaginations now. I just saw data yesterday, saw bad data before but I've never seen data like this that talked about how many real lives are ending with that.

So, I think, I think customized employment is a great big deal and should be used for people well beyond what it's used for now. Not everybody agrees with me, though, but that's my opinion.

>> And that almost seems to be a public health issue. If you're losing that many people. That's insane and I personally know people to whom that's happened and it's devastating. Losing work in the first place is pretty devastating for people but if, you know, if you're that close to what you that's right thought might be the end of your career it can just wipe people out so I think my opinion, it seems like a great idea.

>> STEVE HALL: Well, what employment is, psychosocial rehabilitation methodologies. That's all it is. It engages the citizen. The brilliance of supported employment mostly gained other places concurrently. Changed interaction having worn where you're taking the person aside. Never mind about what's wrong with that. But, anyway, just know this is just a continuation of that monumental shift of the 1986 supported amendment of the rehabilitation act.

>> M-hmm. Definitely. I do have few more questions. Jessica is talking about an upcoming interview where the focus is going to be defining and implementing fidelity. I think,

Jessica, since this is such a very specific question and I want to make sure we get to everybody's questions I've taken this question down and if that's okay with you, I'll send it along to Steve so question talk one on one. It's a great question but we need to make sure and answer questions that will help the broadest amount of people. So I've recorded the question and he'll answer you by email. The next question is from Tracy. If our company teamed up with you, would we still have to go through vocational rehabilitation.

>> STEVE HALL: Well the important thing the most important person to talk to is who I would refer you to if you call me about how to get to Griffin Hammis is bkeeton@griffinhammis.com and then you can go to our website and certain see the scales and everything about Griffin Hammis but that's who is, I don't know if I missed a question but that's who. The answer is no. We just have been very successful at developmental disability services, health services whoever sometimes not as willing partners at different times depending on who the director is and who the state, all that, but we've been very and partners meeting funding people to deliver this so the answer is there's no criteria specifically that you need to have vocational rehabilitation involved.

>> HEIDI DECKER-MAURER: Steve. Thank you for that. I typed Bkeeton@griffinhammis.com. Have is there a dash?

>> STEVE HALL: In its name, and most people forget that. Even I forget that. But, not in, no, Griffinhammis is one word. Not even a space in between.

>> I'm just sending that along as the answer to Tracy's questions. Folks, you can go ahead and take down that information within the question/answer. Perhaps we can have Jen the next question that we have, Kevin asks, do you have a question where you will be doing trainings in the future.

>> You said question. Do I have a schedule or tell me, what --

>> Yeah, Kevin is asking, do you have a schedule where you'll be doing trainings in the future.

>> STEVE HALL: What ends up happening, so r, there's not really anything like that. What usually happens is sometimes it's a provider but usually it's a state. But it can certainly be a provider. Calls Beth and says, hey, we'd like you to ll about customized employment, what it is, tell me how we can do that. You know.

And so, then that conversation begins.

So, there's not a schedule, there's not a place we go to

teach people about how to use the scale because we really want people to know how to do much more important than learning the scale is knowing how to do customized employment in the most effective way according to best practices.

>> HEIDI DECKER-MAURER: Fair enough. So, if Kevin was to want to talk to you about that, in the administrator, you would want to contact.

>> STEVE HALL: He's I would say this, if concern is in California, Utah, Michigan, South Dakota, Missouri, Florida, Virginia, or Rhode Island. As you guys might deal, the number of people that can learn to be DFS administrators, because that's what is happening, is fairly small. It's not a big audience.

>> HEIDI DECKER-MAURER: Right. You need the personalized, can he contact Beth?

>> STEVE HALL: Contact Beth and Beth is extremely responsive for email but Beth does travel to other countries to talk about customized employment.

So, she is extremely busy and she, if you think I talk fast, you should see how fast Beth talks. When Beth and I have a conversation, nobody can follow.

>> HEIDI DECKER-MAURER: (laughter) Better to get all that information out. You wouldn't want to miss it.

>> STEVE HALL: Beth is a key person. She would know much more than I -- see, I left out Texas and I know we're doing work in Texas. Beth knows, her list of places we're doing things much larger than mine. Pennsylvania. See, I'm forgetting things, misses already.

>> HEIDI DECKER-MAURER: Well we're putting you on the spot. Sometimes it's easier to have the whole list b in front of you.

>> HEIDI DECKER-MAURER: Who knew they were going to ask you which states? They have such good questions. Thank you, everybody. I have one more question. Folks, if you have any more, now is the time to put them in chat. Bonnie asks, who funds your research project?

>> STEVE HALL: Originally it was the governing counselor of Florida so they helped us and then. Most recently, it has been united cerebral palsy of south everyone California. Because we've had o over a decade long relationship with them they were able to have the resources to be able to literally help us and frankly the country do things that in most countries would absolutely be done by the federal government you like supported, when you have the implementation grants got a half a million dollars to do these kind of things, that has not

happened with customized employment just because of how our government has been since the 80s but someday we'll go back to that and more of it will be government finance but right now, that's who's helping me, helping pay for the work that I do.

>> Yeah, keeping the good work going.

>> Yeah. Yeah.

>> Definitely. Well, I don't have any more questions from any of our audience members. So, last call, folks, one of the only things, Steve, that I was, that stood out to me that I was interested in, one of my previous jobs that going out into the community and building those relationships, it really seemed to be such a very important thing for folks. Where I worked, we called it community mapping. Counselors would go to different places, form relationships. When they did have different relationship skills. Maybe the place where they had but when you strengthen those relationships, everybody can kind of help everybody else.

Getting those networks and knowing the community. I did have another colleague talk about the fact that especially with younger people, using technology a lot, the importance of making those connections has become even more crucial as time goes on so, yeah, that popped out to me and it just seemed like it goes back to relationships a lot of times with being able to find the supports that are going to assist people the most.

>> STEVE HALL: You're absolutely right. I can't speak about it because we're just written into the proposal but there is a proposal to develop an app. Because, that is even myself, the use of, what are they called? Cell phone. You the use of all that's there, it makes a lot of sense to try to do this in a way that people can have access to information about how to do things well. Readily available. They can literally have it in their pocket so there's a lot of work going on there and if you're going to get to the e.

Boy, there's data about people who are today under 30 years old and interest in making the world a better place. Like the baby boomers, myself, always thought we were the champions of that but wow, we some of the stuff looks like the new group of folks come along are going to be just fine and boomers like myself are just going to take a seat over here and I think we're going to be in great shape when we finally completely give the young folks control about this because boy do they seem to have the right values and interests in doing good for people.

>> Yeah, I've found that in some of the conversation recently about boomers but boomers started a lot of the H. that

started in era of folks helped with civil rights or national organization for women was started in 1970 and some of the Os, that kind of came out of the boomer generation so I'm glad that we have a lot more tools to help spread those around and you're right. Millennials want a chance to have people getting in fair shape or having integrated line of employment. Enriches community and helps them and it helps the community, too we got to keep the ball rolling.

>> Well, as it was said a long time ago, once folks get that we all are temporarily abled. There's no such thing as then abled. No, by time, age, life, every single person becomes, either, they die or on the way to death, most, 100 percent, on the way there become a person with disabilities so once people start understanding --

>> It might be me.

>> Yeah, that totally makes sense. I think that's all I have for questions or discussion points on my own so I'm going to turn it over to my colleague, Jen and she's going to talk to you just a little bit about how you can get your CRCs from participating in this program. Jen, do you want to go ahead

>> JENNIFER GUNDLACH KLATT: Sure, thanks, Heidi. We hope you enjoyed today's Webcast the link contains set to CRC. You will also receive an email tomorrow with these instructions. It usually takes a couple weeks. If you have any questions about CRCs, please direct these to projectsEC3C@gmail.com. Also want to remind everybody that next week customized employment presented by Jennifer McDonough from VCU. Heidi?

>> HEIDI DECKER-MAURER: Thank you, Jen and with that, I would like to thank you, Steve, again, for joining us today. It was a great, rich conversation and an excellent presentation so thank you. Also thank my co-host Jen, thanks for helping us out with the information about CRCs. And finally, I want to thank you, our audience, thanks so much for joining us and we hope that we'll see you again soon. Thanks, everybody. Bye.
