



**LEAD CENTER**

# Discovering Your Purpose: Tools for Finding the Right Career Match Post-Discharge

**NASWA Veterans Conference 2020**

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# PRESENTERS



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# OBJECTIVES - I

Participants will:

- Learn the rationales for using Discovery in determining next career steps
- Explore Guided Group and Self-Guided Discovery strategies that can benefit veterans during their job search



# OBJECTIVES - II

Participants will:

- Identify ways to guide veterans in determining how their military training, discipline and mission focus can benefit an employer
- Access resources to support veterans transitioning into civilian employment



# LEAD CENTER SUPPORTS VETERANS EMPLOYMENT - I

- Veterans Apprenticeship Project
  - Piloting new training and resources for counselors and employment coordinators
  - Goal of increasing the number of Chapter 31 Veterans participating in Registered Apprenticeship (RA) programs
    - RA provides a structured supported pathway from entry-level work to high skill, well-paid careers
  - Partnership with Veterans' Employment and Training Service (VETS), Office of Disability Employment Policy (ODEP), Office of Apprenticeship (OA), and VA Veteran Readiness and Employment (VR&E)



# LEAD CENTER SUPPORTS VETERANS EMPLOYMENT - II

- Focus on Equal Opportunity, Inclusive Career Pathways, and Using Data to improve employment outcomes for people with significant barriers to employment
- Homeless Veterans' Reintegration Project (HVRP) webinar series
  - 2-part series to promote Discovery and Customized Employment
- New resources



# CUSTOMIZED EMPLOYMENT

- “Customized employment means individualizing the employment relationship between employees and employers in ways that meet the needs of both.” (Federal Register, 2002)
- “A flexible process based on an individualized match between the strengths, conditions, and interests of a job candidate and the identified business needs of an employer.” (ODEP, 2011)
- Based on individual determination of strengths, needs, and interests of the individual.....; designed to meet specific needs of the individual and employer.... (WIOA, Title IV, 2014)



# WHY CUSTOMIZED EMPLOYMENT?

- Promotes the identification of interests, talents, and conditions for employment
- Supports people with barriers to employment to attain their employment goals when traditional strategies are not successful
- Assists in the implementation of on-going supports that promote employment retention



# COMPONENTS OF A CUSTOMIZED APPROACH

- Discovery (Gathering Information)
- Profile or “Employment Blueprint” (Written summary of what was learned in Discovery)
- Customized Employment meeting and plan development
- Informational Interviews & Networking (Discovering employer and community needs)
- Proposing and/or negotiating employment opportunities



# WHAT IS DISCOVERY?

- A first step in Customized Employment
- Discovery seeks to find who a person is right now
  - Interests and preferences
  - Skills and contributions
  - Conditions of employment
- Used to match job seeker to employer needs



# DISCOVERY VALUES - I

- Each stage of the process supports the premise that there are unlimited ways to make a living in the world and there is a place for everyone to make a contribution and earn a living.
- All people are viewed as “employable” and can make a contribution to the economic well being of a business.
- Guidance from a Discovery facilitator does not mean control.
- The individual must be the key decision maker and agree to take action on their plan.

Adapted from M.E. Copeland/WRAP



# DISCOVERY VALUES - II

- There is unconditional acceptance of each person as they are.
- It is understood that each person is the expert on him/herself.
- The focus is on strengths and not on perceived weaknesses or deficits.
- No two paths of Discovery will be the same.

Adapted from M.E. Copeland/WRAP



# USE OF DISCOVERY IN ANY PROGRAM - I

- Useful for initial assessment of skills, contributions and conditions of employment
- Identifies supports needed and partners to bring in (e.g., American Job Center (AJC); SSI/SSDI Outreach Access and Recovery (SOAR); Disabled Veterans' Outreach Program (DVOP) specialists; Community Employment Coordinators (CEC); Supportive Services for Veteran Families (SSVF); Local Veterans' Employment Representatives (LVER); Homeless Veterans Reintegration Program (HVRP))



# USE OF DISCOVERY IN ANY PROGRAM - II

- Creates a Blueprint for Employment that guides plan and job development
- Promotes braiding and leveraging of resources across systems
- Leads to successful outcomes for all!



# GUIDED GROUP DISCOVERY

- Adapted from the work of Marc Gold & Associates; Griffin-Hammis Associates; and TransCen, Inc.
- Offers the opportunity to reflect on your experiences, and learn and receive feedback from others
- Potentially for anyone, but not for everyone.



# PARTICIPANT PROFILE FOR GUIDED GROUP DISCOVERY

## PARTICIPANTS

- Enjoys working with others
- Has one or more barriers to employment
- Has specific conditions of employment that need to be addressed
- Has been unsuccessful with traditional approaches



# RATIONALE FOR GUIDED GROUP DISCOVERY



# CE CIRCUMVENTS A COMPARATIVE APPROACH

## Traditional job development strategies:

- Vocational Assessment
- Resume development
- Interview practice
- Responding to posted jobs (the public workforce, want ads, Craig's List, etc.)
- Applications and Interviews

## A Customized Approach:

- Discovery
- Profiles. May include portfolios, picture or video résumés, etc.
- Informational interviews/connections
- Match skills and employer needs
- Employment Proposals



# GUIDED GROUP DISCOVERY MODULES

- Module 1 – Introduction to Guided Group Discovery and Identifying Employment Team
- Module 2 – Interests & Contributions
- Module 3 – Conditions, Accommodations & Disclosure
- Module 4 – The Art & Science of Networking
- Module 5 – Putting it All Together: Taking Action



# BLUEPRINT FOR EMPLOYMENT - I

## SECTION 1 A BLUEPRINT FOR EMPLOYMENT

5

Identify your team

JOB SEARCH NETWORK OF SUPPORT		
Person	Relationship	Contact Information

SECTION 1

# BLUEPRINT FOR EMPLOYMENT - II

## SECTION 2 A BLUEPRINT FOR DISCOVERY

Contributions: What you have to offer

ALL ABOUT YOU	
Interests	Skills
Tasks	Positive Personality Traits

# BLUEPRINT FOR EMPLOYMENT - III

## SECTION 3 VOCATIONAL THEMES™

VOCATIONAL THEMES™	
Emerging Vocational Themes:	Where would People with Similar Themes Work?

SECTION 3

# BLUEPRINT FOR EMPLOYMENT - IV

## SECTION 4 A BLUEPRINT FOR EMPLOYMENT

Consider issues around disability and other complex life circumstances

CONDITIONS FOR EMPLOYMENT	ACCOMMODATIONS, DISCLOSURE & FRAMING SENSITIVE INFORMATION

SECTION 4

# BLUEPRINT FOR EMPLOYMENT - V

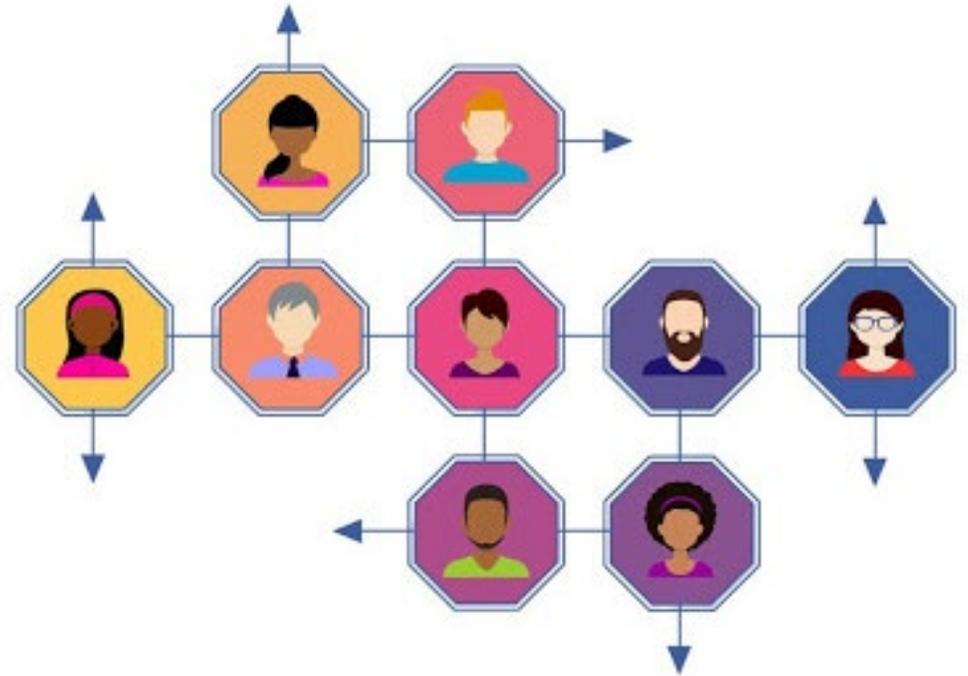
## SECTION 5 A BLUEPRINT FOR DISCOVERY

Taking action

ACTION ITEMS			
Task	I will ask for support from...	By when?	Complete
			<input type="checkbox"/>

# MODULE 1 – INTRO TO GUIDED GROUP DISCOVERY

- Get to know each other
- Discuss different ways to approach job search
- Present the concept of Discovery and the Blueprint for Employment
- Identify your personal employment network
- **ASSIGNMENT:** Interview people in your personal employment network



# SESSION 1 INTERVIEW EXAMPLES

- What do you most admire about me?
- What do you think are my best skills?
- What do you think I have to offer an employer?
- In what type of environment do you think I would work best?
- What do you consider my most positive personality characteristics?



# MODULE 2 – INTERESTS & CONTRIBUTIONS

- Identify interests
- Identify skills and tasks
- Focus on Positive Personality Traits
- Identify Vocational Themes™



# VOCATIONAL THEMES

Themes are NOT Job Descriptions

- Themes are big and hold many, many jobs
- Themes open up the possibilities in even the smallest communities
- Identify 3. Why 3? One isn't enough, and if we have two and eliminate one, we're back to one



# MODULE 3 – CONDITIONS, ACCOMMODATIONS & DISCLOSURE

- Conditions of Employment
- Job Accommodations
- Disclosing personal information
  - Personal decision
  - When to disclose
  - How to disclose



# CONDITIONS OF EMPLOYMENT/CULTURE - I

- Considerations for good worksite fit
- Conditions & Cultural Considerations don't change a Theme, they help discern which places are the best match



# CONDITIONS OF EMPLOYMENT/CULTURE - II

- Conditions may include: work hours, use of particular skills or performance of specific tasks, pay, intensity of supervision
- Work Culture may include dress, humor, indoors/outdoors, sedentary/active, working with others or alone, etc.



# INFORMATIONAL INTERVIEWS

An alternative approach to engaging employers that:

- Reveals Skills and Tasks found in workplaces
- Reveals Ideal Conditions of Employment
- Helps avoid thinking in Job Descriptions
- Helps to discover new kinds of jobs
- Is a casual way to create professional relationships



# MODULE 4 – THE ART & SCIENCE OF NETWORKING

- The importance of personal contacts in the job search
- Mapping out your own network (friends, family, other veterans, community members, etc.)
- Developing a networking pitch



# NETWORKING PITCH - I

Helps veterans get comfortable with:

- Introducing oneself
- Name dropping (if the person was recommended)
- Stating the type of work you are interested in doing
- Describe abilities and positive personality traits related to the type of work you are seeking



# NETWORKING PITCH - II

Helps veterans get comfortable with:

- Give an example of tasks you can offer the company
- Highlight at least 1 success
- Make a specific request (for an informational interview, for a referral, for advice, for a tour)
- Thank the person!



## NETWORKING PITCH EXAMPLE:

Hi! My name is John Dough and I'm interested in a career in baking. Shondra Hill at the Career Center recommended that I talk to you. I have experience as a baker in the Marines, and hope to go to culinary school at some point. I'm good at working with dough, making pastries, and decorations. Everyone I know asks me to make deserts for holidays and birthdays. Would you, or someone you know, be able to use someone like me?

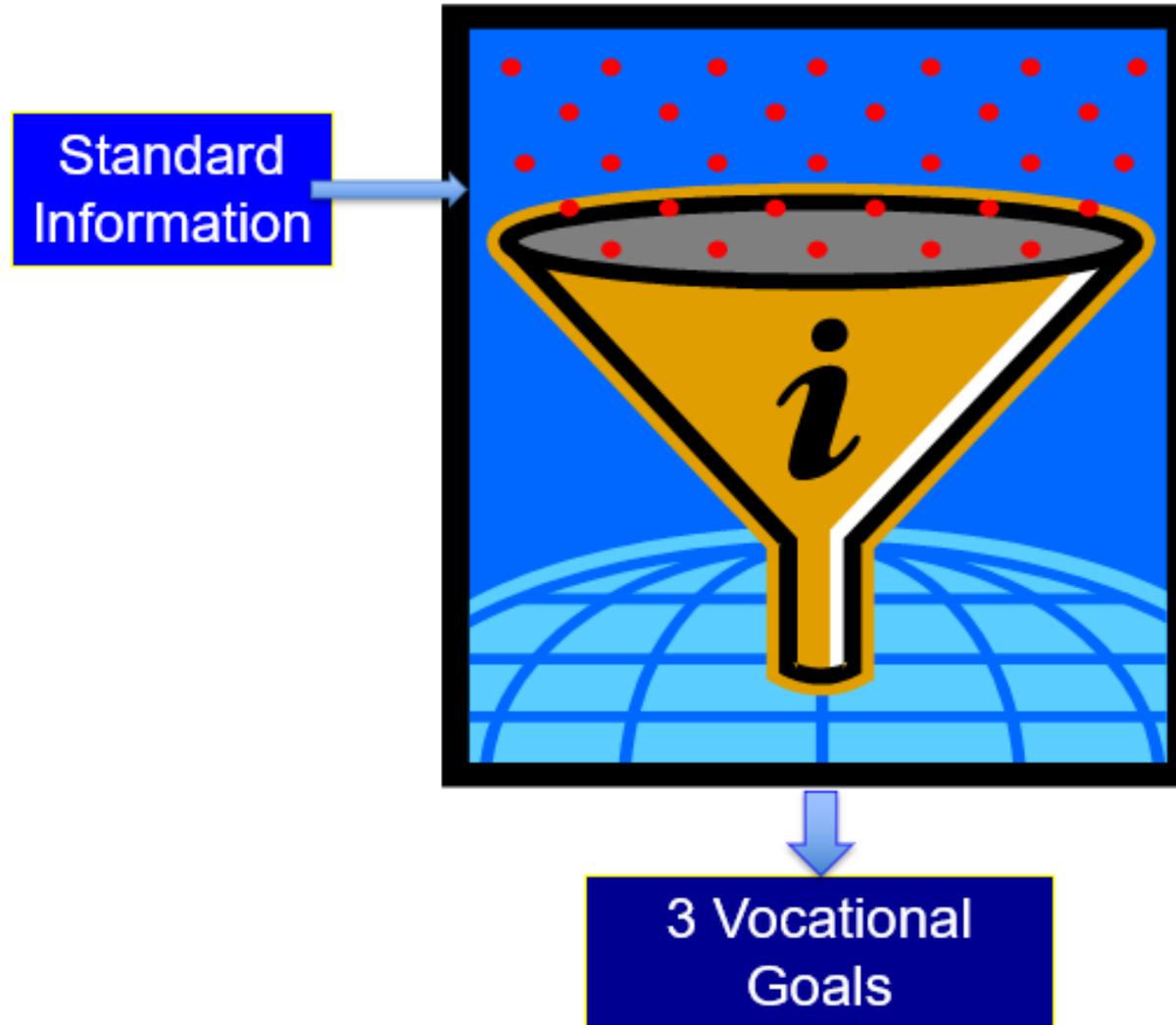


# MODULE 5 – TAKING ACTION

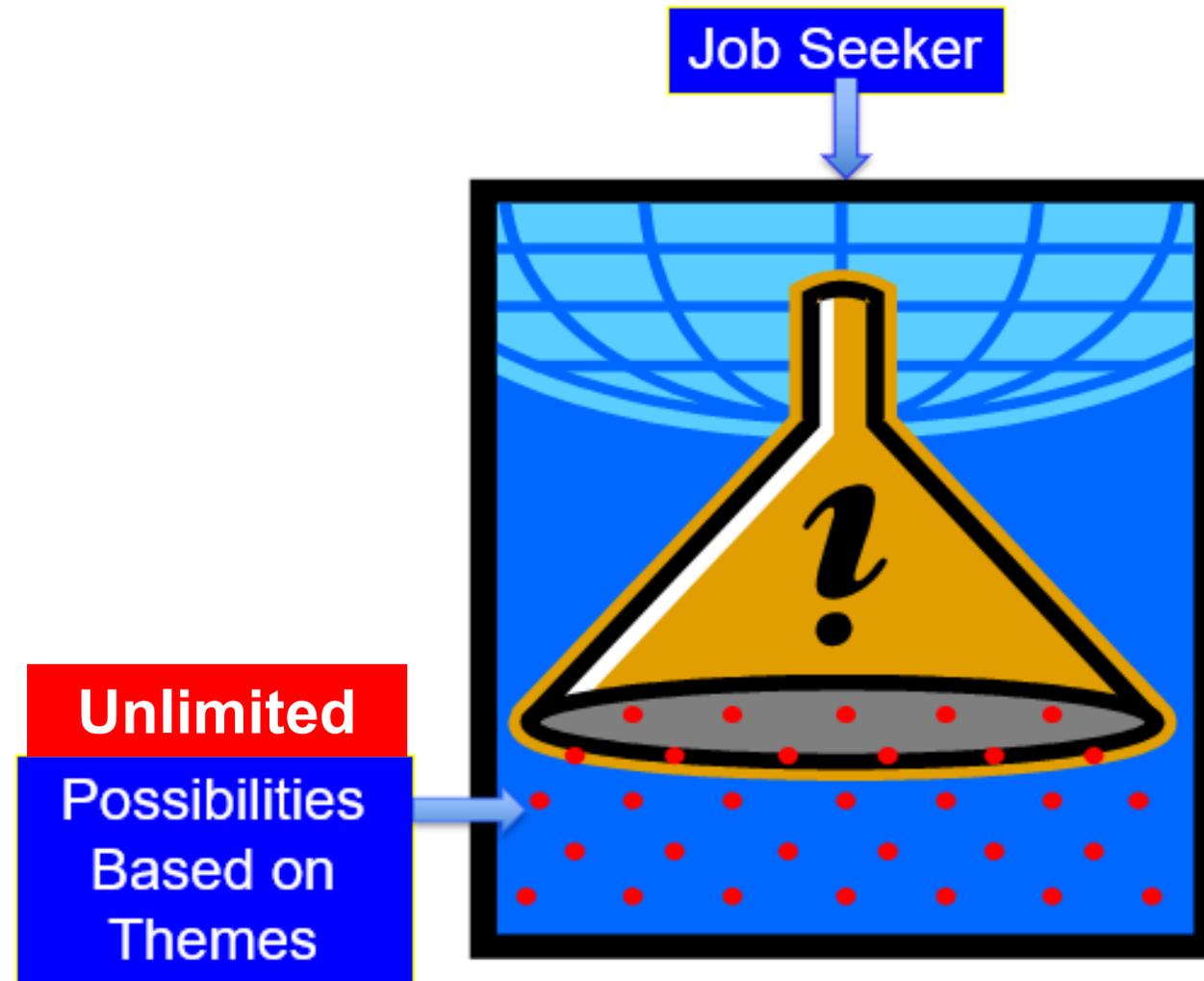
- Practice Networking Pitch
- Update Blueprint
- Design Action Steps
- Any supplemental content identified by the group (e.g., employer contacts, links to community resources, etc.)
- Congratulations!!!



# TRADITIONAL ASSESSMENT



# A DIFFERENT APPROACH



# SELF-GUIDED DISCOVERY - I

- Individual Discovery process with as much or as little support as needed from a facilitator
- Assists people in thinking about places they are most at ease, people in their lives, how much they need to earn, and how it might impact their benefits
- Focuses on their “exploitable skills” (i.e., what they know how to do; what tools, equipment, machinery and devices they can use; which are their most and least favorite; what they learned and performed in the military; what they liked and didn’t like in previous jobs, etc.)



# SELF-GUIDED DISCOVERY - II

## ➤ Ideal Conditions of Employment

- Physical environment
- Work pace
- Dress/hygiene
- Atmosphere
- Distance from home
- Schedule
- Co-workers
- Supervision
- Wages

- Frequency of pay
- Benefits
- Preferred tasks
- Opportunities to learn new things



# SELF-GUIDED DISCOVERY MATERIALS ON LEAD CENTER WEBSITE

- Self-Guided Discovery Facilitator's Guide: Helping People Discover Their Own Path to Employment
- Appendix A: Self-Guided Discovery: Customized Employment Planning Tools for Individuals and Families
- Appendix B: Developing Vocational Themes: Workbook
- Appendix C: Employment Toolbox
- <http://www.leadcenter.org/resources/tool-manual/self-guided-discovery-facilitators-guide-helping-people-discover-their-own-path-employment>



# GUIDED GROUP DISCOVERY RESOURCES

- [Guided Group Discovery Veteran's Manual](#)
- [Guided Group Discovery PowerPoint](#)
- [Guided Group Discovery Participant Workbook](#)
- [Guided Group Discovery Online Participant Workbook](#)



# RESOURCE: ROLE OF FACILITATORS - I

- Planning with partners
- Set up sessions – Job Club, virtual small group
- Recruiting participants
- Presenting materials



# RESOURCE: ROLE OF FACILITATORS - II

- Helping participants translate information into employment possibilities
- Providing support and assistance with assignments.
- Ensuring Blueprints and/or Employment Plans are completed
- Provide or connect people with support AFTER Guided Group



# CUSTOMIZED EMPLOYMENT RESOURCE

- [Customized Employment Works for Veterans Brief](#) -- This brief describes five wounded warriors who obtained employment by using discovery and customized employment.



# QUESTIONS

