Virtual Service Considerations for the CE Discovery Process

* Customized Employment Services may be provided in person with proper PPE (gloves, masks, maintaining a minimum 6 foot distance) as long as the job seeker, family, and team agree to each step of the process. It is essential continued thorough communication occurs through the entire CE process.
* Both in person and virtual services are billable at this time. If you have any questions regarding CE billing contact Margie Webb at [Margie.webb@state.mn.us](mailto:Margie.webb@state.mn.us) or 612-799-8776.

1. Initial Meeting

* Can be completed virtually as long as all team members are invited and offered participation at a time that works for everyone
* **Job Seekers, guardians, parents, family members, and residential services understand the CE Discovery process and that it will be provided mostly virtually**
* **MUST HAVE BUY IN from the job seeker and their team regarding their willingness to complete life activities, documenting and reporting back to the CE practitioner**
* CE Practitioner will share an example of visual resume in virtual initial meeting
* DEED-VRS CE Flyer for Families which explains the CE process is sent out prior to the meeting or shared during the meeting
* The CE Roadmap or any other tools and visuals typically used to explain the CE process are provided to the team virtually and can be shared before and after the meeting as well
* CE Practitioner will inquire who can be interviewed and will gather additional contact information including the necessary consents as needed
* All signed consent forms must be in place prior to service provision

1. Home Visit

* Job Seeker, family or other persons within the home can send photos or videos to the CE practitioner. The CE practitioner will have to carefully record not only the information observed, but the information followed up on after the Home Visit is complete
* CE practitioner must engage with the job seeker and ask follow up questions such as, “I see metals, tell me more about those”. **Note extra time may** be necessary to gather information on the importance of items observed and to get more information on the meaning of items observed **Caution:** don’t make assumptions about what you see!
* Customized employment services may be conducted in-person by CE practitioner with the job seeker or with family using proper PPE

1. Interviews with People Who Know the Job Seeker

* CE practitioner proceeds with calling and contacting individuals who know the job seeker. This activity typically occurs without the job seeker and this is an activity that can be done without much change
* Gather information and record using open ended questions to learn more about the job seeker

1. Life Activities

* Some life activities can be recorded or captured live via virtual apps such as Zoom, Skype or Face Time. It is important to capture only those activities when the job seeker is at their best, meaning activities the job seeker “naturally” engages in or does on their own
* The CE practitioner may use Face Time or other virtual technology means to observe the job seeker performing tasks
* The CE practitioner will need to follow up with the job seeker to capture additional information that the videos or photos reveal
* Community activities may be limited depending on the current #STAYSAFEMN guidelines or social distancing protocol within the state
* Activities such as lawn care, car care, shopping, and cooking are likely to occur during the pandemic are examples of items that potentially can be completed and observed using social distancing protocol
* There are likely activities than cannot be completed virtually and the Discovery may need to continue at an alternate date when other CE services are viable. CE practitioners may have to wait to complete some life activities. Gather the information you can and have access to, adding the additional information later

1. Theme Development

* Theme development will continue as usual. The CE practitioner will review and consider all information gathered to highlight the job seeker’s skills, ideal conditions, and interests.

1. Theme Testing

* There may be options for some theme testing to occur if there is a 3rd party available. Theme testing may need to wait until #STAYSAFEMN guidelines permit or social distancing restrictions are lifted
* Examples of options for theme testing may be outside tasks. The job seeker and the practitioner may need to wear masks, gloves and maintain social distancing. If the current CDC guidelines and state recommendations can be followed and **all parties are comfortable with the process**, then it may continue. It is important theme testing is available and works with the ideal conditions, skills, and interests of the job seeker

1. Final CEP Meeting

* The meeting can be held virtually. It is important to complete the meeting at a time that works for all attendees
* A PowerPoint Sample CEP Meeting template can be completed during the meeting. This template can be shared by connecting with a VRS CE practitioner
* The visual resume can be sent our prior to the meeting and/or should also be shown to meeting participants as it typically would be
* Once all the additional information from the meeting was added, the final report and visual resume are sent to all team members