



# Fidelity To Best Practices in Customized Employment

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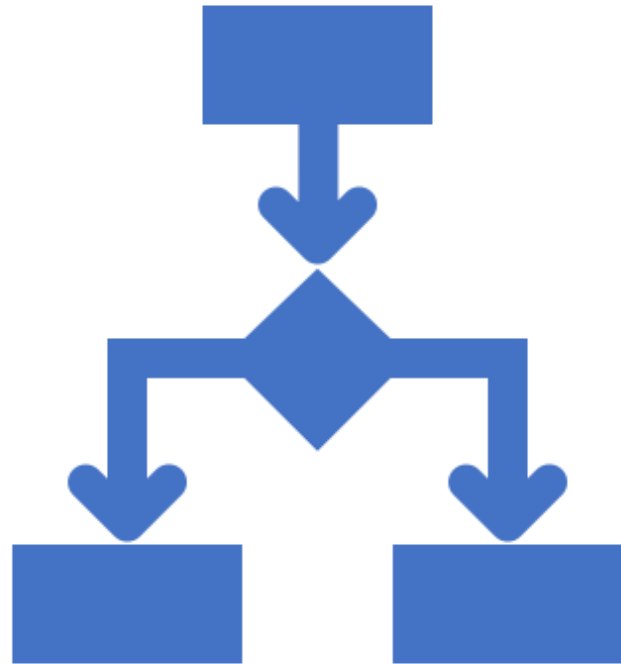
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# What is Fidelity Thinking?

Seek information before forming an opinion or taking an action.

Make sure there is some reliable and valid evidence.

# An example of non-Fidelity Thinking



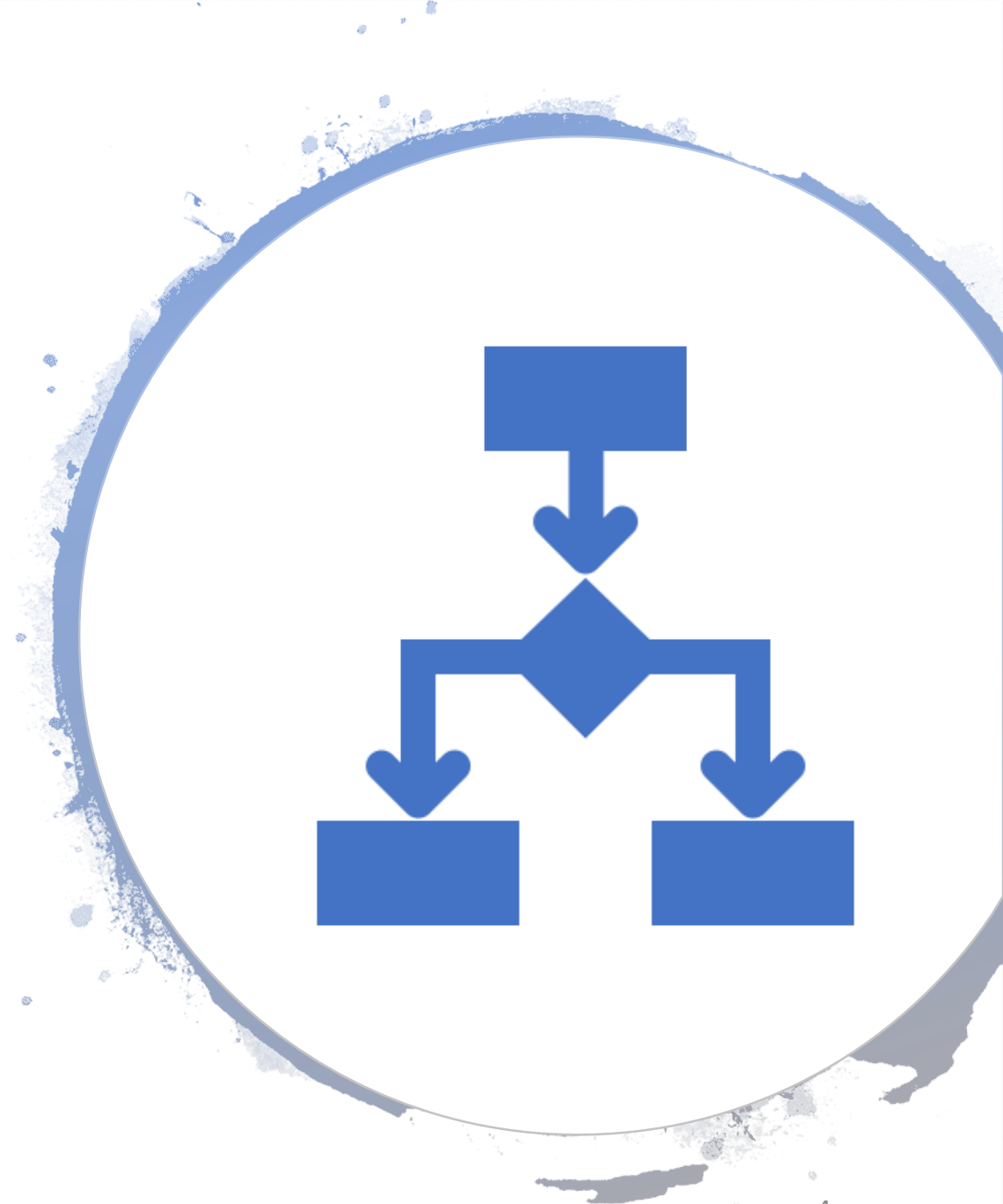
Someone believes a new course of action will achieve a better outcome than past practices.

You respected these new ideas in the past, so it's only logical to follow something new.

# An example of Fidelity Thinking

Someone believes a new course of action will achieve a better outcome than past practices.

You respected these new ideas in the past, but it's only logical to research something new thoroughly before forming an opinion.



# What does the data say?

Assumption based on RSA regulation: persons eligible for SE are eligible for CE.

Assumption based on common understanding: CE is for persons that have more significant needs than persons with SE.

Data:

Younger, without another funding source, not living in a group home, white, male.

# Two Basic Tools to Look at Ideas

Is there evidence the idea has resulted in the desired outcome most of the time?

Is there evidence the idea is sustainable over time?



# Circumstances that might get in the way

Those  
implementing  
are not ideal.

The financing is  
sketchy.

The beneficiary  
can be blamed  
for its failure.

# More Circumstances

The time allotted is insufficient.

Others involved are less cooperative.

Financial disincentives discourage the outcome.

Incentives are missing.





# A Strategy to Address

People who don't have an interest in it's success.

People who want to keep doing what they're comfortable doing.

People already have a full-day of work.

Studebakers  
all the way  
down?

- America's Transition to Automobiles History
- Disability Services History
- Vocational Rehabilitation's History
- Community Integrated Employment's History



# Know your biases

- Aversion-bias when anything's new (risk) or removed (loss)
- Confirmation bias bias, only hear what already believes or wants to be true.
- Proximity bias, favor what's near or soon or here now
- Simplicity bias, don't trust complexity
- Situation bias, doing the right things right...as time allows



# Biases

- Sunk Costs, I've already spent this much time, money, effort in something, why change now?
- Missed Opportunity Costs (not ever considered)
- Anchoring, tied to what's familiar, what's known
- Framing, how you say "the truth" matters
- Economy of Scale vs Diseconomy of Scale

# Biases

We are influenced by who communicates information.

We are influenced to strongly avoid losses.

We are influenced by what others are doing.

We go with the flow, don't like to make waves.

We pay attention to what is personally relevant.

# Biases

We are drawn to what is new, different.

We are affected by subconscious cues.

Emotional associations affect our decisions,  
happy children = more risk taking, because  
everything is alright, everything is good



# Biases

We keep the promises we made, right or wrong

We take actions that make us feel better about ourselves, avoiding necessary conflicts.



Cost/benefit/opportunity/dignity analyses

Are you in a double dignity job?



# Customized Employment

## Probabilities and Possibilities

Discovery  
Fidelity Scale  
Data:

Great Un-  
expectations

Don't learn employment interests or preferences during the home visit.

Include the consultative employment specialist during the initial home visit.

Learn current friendships, relationships contacts and connections, places, contacts.

# More DFS Data Great Un- Expectations

Placing an employment seeker in a job they already have the skills to do is poor policy and practice.

How the person learns and how they are best supported.

Far, Far, Far More Informational Interviews

More DFS Data  
Great Un-  
expectations

Write a “Discovery Story” with reasoning and analysis—tell what happened during the entire Discovery process—that resulted in these Vocational Themes.

Decide who is the best person to contact the business during CE Job Development.



## CE Job Development Fidelity Scale Data: Great Un-expectations

The CE Job Developer might not be the messenger.

Building Social Capital: Contacts, Connections, Relationships, and Friendships during Job Development

# JDFS Data: Great Un- expectations

Negotiation, Negotiation, Negotiation

Creating the Employment Training Plan



# Consultative Employment Training Fidelity Scale: Great Un-expectations

A primary coworker  
trains the new  
employee.

The CE Job Developer  
stays around.

The wages of the  
Consultative Training  
Specialist are the same  
as the CE Job  
Developer.

# Consultative Employment Training Fidelity Scale: Great Un-expectations

The primary coworker is paid to provide the training.

The CE Job Developer and the Consultative Employment Specialist overlap during employment training by the coworker.

Funding transitions from VR to I/DD or BH during Consultative Employment Training



Consultative  
Employment  
Training Fidelity  
Scale:  
Great Un-  
expectations

It matters what the new employee is doing in non-work hours.

Ordinary and Customary Ways Rule.

The Consultative Employment Specialist Teaches, Trains, and Advises, too.

Consultative  
Employment  
Training  
Fidelity  
Scale:  
Great Un-  
expectations

Potentially the most important part of the Consultative Employment Specialist's Work is to ensure the dignity that comes with being included in the place of employment—the working culture—alongside coworkers.

Consultative  
Employment  
Training  
Fidelity  
Scale:  
Great Un-  
expectations

Reasonable Accommodations and  
Changes to the Ordinary Work  
Processes, Communication  
Practices, and Work Culture.

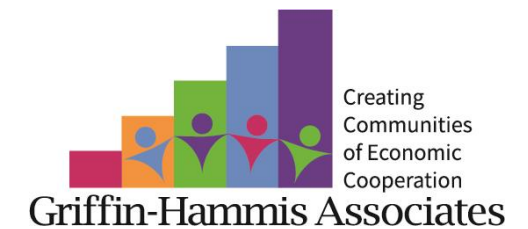
Third to  
Last Slide

Only spend taxpayer dollars for services and supports that have the research evidence (fidelity to best practices) to support beneficial outcomes for the citizens that participate in them.



Second to  
Last Slide

Questions Please!!!





Thank you!

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