**Interview other people:** During your initial home visit, you learned about people who are important to the employment-seeker, people who know them well, and people who can help share vital information to help in the Discovery process. This may include parents, siblings, friends, teachers (if a student or recent student), neighbors, or support providers. Interview at least 3 people to enrich what you are learning about the employment-seeker and be sure to get permission from them to speak with people you have identified.

**Establish rapport:** Just as in any interview, it's important to establish rapport and explain what information you are trying to learn about the employment-seeker. Use the same conversational techniques and probes from the initial home visit, but adjust them accordingly based on what you are wanting to find out more about. Ideally, if possible, schedule to meet in person. If meeting in person is not possible, complete a phone interview. Emails do not yield the robust information, context, and opportunity for a conversation to evolve that is necessary for an effective interview. Using the "smooth listening" process, ask open ended questions that get to the heart of the individual's interests, support needs, successful support strategies, activities the individual is involved in, tasks he/she can complete, skills they use, what he/she does well. Don't ask "What job do you think is best?" Or, "Where do you think he/she should work?" Begin with open statements like "Tell me about (employment-seeker)." "Tell me how you know (employment-seeker)." "Tell me about what (employment-seeker) does well." Follow a similar conversational approach in interviewing others as you did in the interviews during the home visit. Write a summary of what you learned in the DSR for each individual you interview.

**When the person interviewed focuses on "the negative":** Sometimes, an interview doesn't result in positive, or effective information. The person interviewed may offer negative comments and stress the employment-seeker's difficulties in order to inform you of problems to expect, but may not offer successful solutions or support strategies that help overcome possible hurdles. When the interview doesn't go well or doesn't yield helpful information, redirect the conversation to obtain "what works" versus "what doesn't work" to gain insights on effective support strategies. In some cases, the person interviewed may not have much information to share that adds to understanding the employment-seeker's interests, skills, tasks, or support needs. Try changing the focus to the personal attributes of the employment-seeker and ask "What do you admire about --? When is ---- happiest? What is he/she doing? Who does he/she enjoy spending time with? What do they do together? Be sure to end the conversation in a positive way and thank the individual for their time. If the interview does not produce helpful or positive information to guide or support Discovery, do not include the negative comments in the DSR, and find others to be interviewed.

**Focus on qualities of the employment-seeker that would make them an asset and could connect them to local businesses (tasks, skills, personal attributes, interests)**. As you learn about the relationship's history, context, and shared experiences (when? how? and what?), find a way to talk about connections this person may have to community members and businesses that may make sense for the employment-seeker. Be sure to mention that you are building a team to assist with job development once Discovery is complete—and you'd love them to join!