

# Customized Employment: Assuring a working lifestyle for all

A concept and process for  
insuring access to successful  
employment for all

# Embracing the importance of a working life for all

It starts with a presumption that having a job of one's own, in the community, working along-side regular co-workers, , supervised by managers, with pay at or above the minimum wage is a key to achieving full citizenship.

It also requires us to shift our focus from competition to contribution as the basis of one's job.

What about employment for Jennie, a young woman who never considered a working life much less what she might want to do?



*She was employed at a logistics  
company for a year and a half...*





Jenni now works at our local gas company using customized supported employment...



# Customized Employment

*According to US/DOL:*

Customized employment is a flexible process designed to personalize the employment relationship between a job candidate and an employer in a way that meets the needs of both. It is based on an individualized match between the strengths, conditions, and interests of a job candidate and the identified business needs of an employer. Customized Employment utilizes an individualized approach to employment planning and job development — one person at a time . . . one employer at a time.

# Unbundling & Flexibility

Employers have typically met needs by bundling demands into job descriptions. These demands can create barriers for some job seekers.

Customized Employment allows employers to “unbundle” demand and to take advantage of discrete competencies.

Flexibility is a universal design strategy that acknowledges the reality of complexity in the lives of job seekers. When businesses offer flexibility, many barriers to employment can be overcome.

# The Business Case for Customized Employment: Balancing the Equation

## Flexibility Needed

1. Addressing conditions for success
2. Focus on interests
3. Specific Contributions


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## Value Added

1. Addressing unmet needs of business
2. Tasks better done by others
3. Tasks that enhance the business



# The job seeker's customized blueprint



- Conditions for Success
- Interests toward an aspect of the Labor Market
- Potential Contributions to Employers

# Employer Needs/Benefits Analysis

## ***Unmet Workplace Needs:***

This area focuses on tasks that need to get done but are not getting done in the way the employer would like. It also can include tasks that have not been performed but need to be.

## ***Tasks better performed by others:***

This area focuses on aspects of jobs that might better be performed by others at a lower pay grade. This option can directly save money for employers.

## ***Specific Benefit/Productivity:***

This area focuses on workplace needs for additional productivity in specific tasks. It must be matched with job seeker's specific competencies.

# The Unique Role of Discovery

Comparative assessments and process often hit directly and negatively on the impact of a job seeker's disability. The results can lead to exclusion from work and lowered expectations.

Discovery is a qualitative process that avoids comparison by translating the individual's best features to employment possibilities.

# Customized Process

- Discovery
  - Capturing discovery through profiles
  - Customized, person-centered planning
  - Portfolio/visual resume development
  - Job development and negotiation
- Here, CE dovetails with Supported Employment*
- Job site analysis, accommodations, support

# Features of Customized Employment

- Based on discovery of the applicant more than on evaluative/comparative processes
- Driven by a customized plan developed by the applicant's strengths, needs and interests
- Focuses on tasks rather than job titles to negotiate essential responsibilities



# Features of Customized Employment

- Specific job duties are negotiated with employers, voluntarily, to customize the job
- Occurs in regular community workplaces or in self-owned businesses
- Involves pay of at least the minimum wage up to prevailing wage

# Features of Customized Employment

- Applicable to all users of workforce system
- Includes on-going supports and reasonable accommodations, as appropriate
- Starts with the individual as the source of information and direction to labor force

# Single Source Jobs: Tasks derived from a file clerk position to do sorting and filing



# Multiple Source job: Local radio station

Tasks from:

- Reception
- DJs
- Advertising
- Station manager



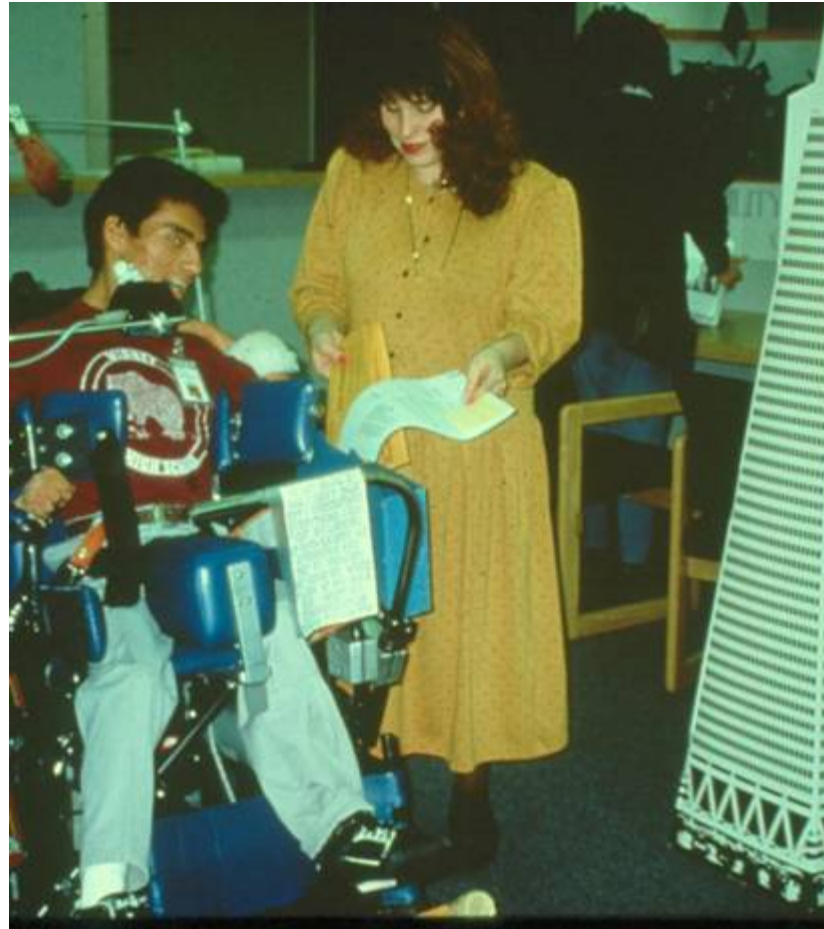


# Multiple Source Job: Performing various jobs within a music store - set-up, cleaning...





# Providing delivery services in an insurance company



# Stopping “Slip and Falls” in a factory



# But is employment for everyone?





Customized Employment makes employment possible for all people: Marci provided “specialty stapling” as a contribution

