



BEYOND FAST FOOD – CUSTOMIZED EMPLOYMENT

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Expectations
are
powerful

Murray State University



Alexis' mother, Camme Cain, told The Odyssey:

"Kids with disabilities get left out as their life goes on. It's sad, but true. Mostly they only have family that thinks about them, therefore, they typically get left behind; not many friends or places to go. Sure, they have Best Buddies and Special Olympics activities, but there's not much out there in the real world. It's just a fact. That makes a very lonely life for them if they don't have anyone other than family. Alexis feels very proud to be a part of this group of outstanding ASA young women, and I hope that their decision to accept her will change the attitudes of others as well for a long time to come. She makes you want to be a better person after you've spent time with her."

Employment First
Employment For **All**

What we have learned doesn't work:


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IOS Press

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Prevocational services and supported employment wages

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Abstract. Using an observational approach, we investigate the relationship between the receipt of prevocational services and subsequent hourly wages of consumers participating in supported employment programs. To evaluate the potential impact of these services on wages of consumers, we use six years (2005–2010) of data from of the New York Integrated Supported Employment Report (NYISER) data management system. Results indicate that receipt of prevocational services has a negative correlation with hourly wages of consumers. This finding suggests that prevocational services may have detrimental effects on providers' and consumers' expectations on consumers' work ability and productivity resulting in reduced hourly wages. Furthermore, participation in prevocational services may serve as a signal to employers about consumer's productivity.



Old ways
don't work

New Ways that do work: Presumption of Employability

Contribution
vs.
Competition

How we think about people. How we think about work.

Basic Goal of Customized Employment

To learn what a job seeker has to offer, to contribute and then find a place of business that has need of that.

Two Distinct Approaches

- *Customized SE Job Development:* Discovering the “strengths, needs and interests” of applicants and negotiating a job description that meets both the applicant’s and employer’s specific needs.
- *Labor Market SE Job Development:* Responding to the needs of employers with applicants who are “qualified” to meet those general needs.

Presumption of Employability

Contribution
vs.
Competition

*How we think about work.
can lead to additional opportunities besides...*



Or





Michael



Mallory



Cory



Michael



Tim

Phases of Customized Employment

- Person Centered Job Selection/Discovery (assessment)
- Job Development (including Job Analysis)
- Job Acquisition/orientation
- Long Term Supports

Discovery process/Person Centered Job Selection

How we think about people.

Discovery

An employment specialist devotes time to know a job seeker – discovering

- *interests*
- *talents*
- *ways of contribution*
- *Understanding the functional impact of disability*

Discovery...

This should be done through:

- Conversations with job seeker and *trusted others*,
- Intentional time in *typical life routines*, then moving toward new activities, and
- Reviewing relevant records.

Where to start?

Don't ask “what do you want to do?” or “where do you want to work?”

Do begin with

- What do you like to do?
- What do you do well?
- How do you spend your time?
- Who else knows you well that could help us think of what might be a good fit for you?

Job Development

From discovery to job development

- Always use the information learned about the job seeker's *interests, conditions and contributions*
- Begin with prioritized list of employers from *job planning (networking) meeting*
- Continue to network as needed – adding (with job seeker's permission) contacts that meet *interests, conditions and contributions*
- *YOUR Connections are important!*

connectedness of employment specialists

Employment specialists are often the initial connectors, providing the invitation - bridging the gap between people with and without disabilities who share common interests and talents. Providing the connections to employers, to get in the door and begin conversation.

If you have connections – share them! Or talk about how the ES can utilize them. The planning meeting is great way to facilitate that.

(Discovery is the time to talk about HOW you want ES to present job seeker)

According to US/DOL:

Customized employment means individualizing the employment relationship between employees and employers in ways that meet the needs of both.

It is based on an individualized determination of the strengths, needs, and interests of the person with a disability, and is also designed to meet the specific needs of the employer.

We are not looking for
openings.
We are looking for
opportunities.

How the idea is presented matters. What is your ES saying
and how is s/he saying it?

Opportunities to look for:

- Unbundling Demand
- Taking Advantage of Specific Competencies
- Back ups and bottle necks
- Meeting Unmet Need

Leading Questions – Customized Employment

- Can you tell me about your business, the products & services?
- What is most important to your company?
- What types of work are done here?
- What about additional tasks - things that happen when people have time to do them?
- What happens when those things don't happen as needed?
- Are there tasks that you need to be completed more efficiently or timely?
- Can we talk about ways my client might contribute to your company in a manner I think you'll find very useful? (If already mentioned or now talk about client & what s/he could contribute)
- Could I set up a time to tour your business and also see these tasks more in depth

Job Development

- ES have to be talking to employers, learning about their business, if they are going to find opportunities for customization
- Use your networks, family's networks, school personnel – anyone who knows the job seeker and can help give ideas, and a contact, about potential tasks and business connections

"I'm here, talking to you about _____
because I believe she has _____ that
could benefit your business."

Job Analysis approach & process

- You had an initial meeting with employer to introduce yourself, talk about job seeker & learn basics of company.
- If they're interested, "Great, I'd really like to learn more about your company and what's important here."
- Return for deeper conversation. If still going well "Could I watch these tasks performed by your employees and see how it works at your company."
- After observing task/company and still seems like good fit "How do people typically learn their job? Who teaches them?" If possible, ask employees doing the work (if not able to talk with them, ask contact person)

**Employment Specialist serves as a
“bridge” to typical support**



COMMUNITY WORK TRANSITION PROGRAM

BALLARD COUNTY



EMPLOYMENT SPECIALIST- RACHEL STUDENT- JACOB

HELP!!! WHERE DO I START.....WHAT DO I DO?



A decorative graphic on the left side of the slide consisting of white and light blue lines and circles, resembling a circuit board or a stylized tree structure, set against a blue gradient background.

ACTIVITIES:

INTEREST INVENTORIES, CLASSROOM OBSERVATIONS, COMMUNITY
EXPLORATION, HOME VISITS.

Interview
friends

Bowling

Designs
Shapes

Stars

Church

Bowling

music

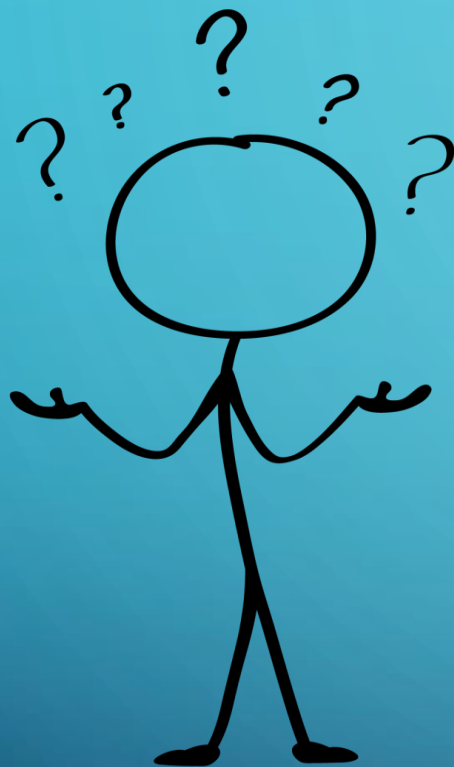
LOVES
Bowling!



**Job Opportunities
at a Bowling Alley...**



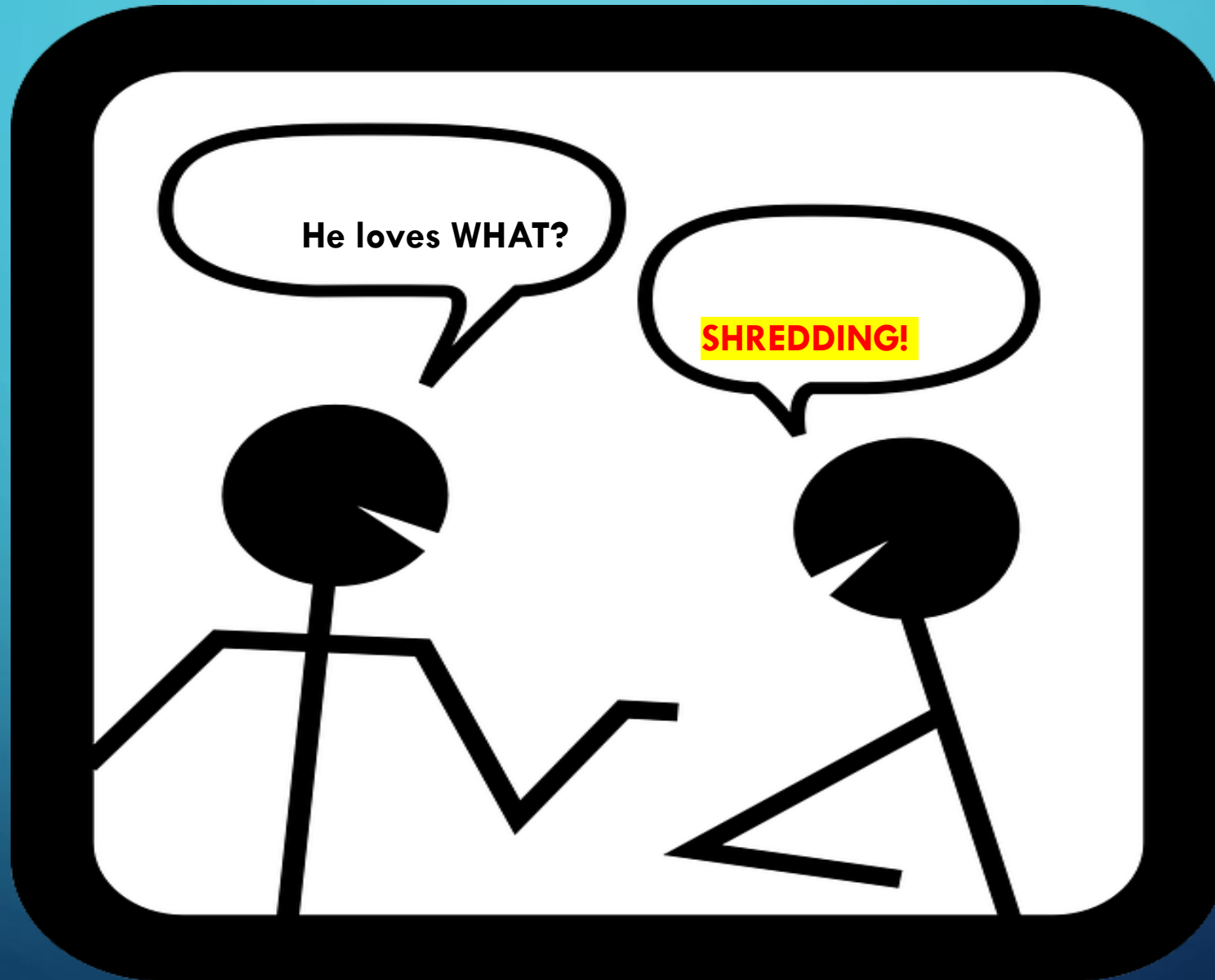




Brainstorming and thinking outside the box = bright ideas



Interview Teacher



GO WHERE? DO
WHAT?

Ballard Telephone Cooperative



A decorative graphic on the left side of the slide consisting of white and light blue lines and circles, resembling a circuit board or a stylized tree structure.

JOB ANALYSIS

GATHERING INFO AND ANALYZING JOBS

Needs can be met....







KEY POINTS

- Build on the strengths and interests of the individual
- Work with all parties involved to try and meet needs-
 - -*INDIVIDUAL *FAMILY *SCHOOL *OVR *EMPLOYER *SE
- Think outside the box
- Never give up! Someone is waiting to become a STAR!



Customized Employment Benefits Employers by:

Creating positions that perform tasks freeing up time for existing employees



to focus on core priority duties.

Customized Employment Benefits Employers:

Through the more efficient allocation of resources...



...there is likely to be Increased productivity and profitability.

Customized Employment Benefits Employers:

Through reorganization of work flows...



...there is likely to be Increased efficiency.

Customized Employment Benefits Employers by:

Developing a more Diverse Workforce...



...and Inclusive Environment with Team Engagement.

Team Engagement is Often Defined as...



Understanding
the Mission of
the
Organization

Support for
Other
Employees

Working Well
with
Supervision

Customized Employment Marginalizes any Perceived Risk in Hiring Persons with Significant Disabilities by...



...Providing Assistance to the Employer at All Stages of Employment

Customized Employment Marginalizes any Perceived Risk in Hiring Persons with Significant Disabilities by...



...promptly addressing problems if the job is not working out, and if necessary and possible, quickly providing other candidates.

Customized Employment Marginalizes any Perceived Risk in Hiring Persons with Significant Disabilities by...



...Addressing any reasonable accommodations before making the hiring decision .

To be successful with Customized Employment an Employment Specialist should...



...Know the business, including its products, services, and customers and understand its needs.

To be successful with Customized Employment an Employment Specialist should...



...Listen to the employer more than talking to or selling to the employer.

To be successful with Customized Employment an Employment Specialist should...



...Know the capacity of the job seeker and his/her potential value to the employer.

To be successful with Customized Employment an Employment Specialist should...



...Be creative and flexible in how to meet the needs of the employer and effectively utilizing the skills and interests of employee

To be successful with Customized Employment an Employment Specialist should...



...Be passionate about the work of finding employment of individuals with disabilities

Customized Employment helps a job seeker...



...find a job that is a good fit!

Customized Employment is a major step toward...



...living a life filled with Equality, Dignity, and Respect!

Customized Employment is a...



...**Win, Win, Win, Situation!**