



Customized Employment:

Going beyond Supported Employment
towards the
Generic Workforce System

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Customized Employment

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

Customized Employment

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.

Supported Employment: The Foundation of CE

- Customized Employment stands on the shoulders of Supported Employment.
- But CE goes beyond SE to include any individual with a complex life.

Customization & Complex Lives

- Disability
- Health
- Poverty
- Homelessness
- Family responsibilities
- Lack of experience or skills

Customization & Complex Lives

- Low self-esteem
- Cultural
- Age: youth/maturity
- Minority status
- Lack of education
- Habits/life routines

Features of SE Found in CE

- Supports
- Creativity
- Innovation
- Expectation of success
- Flexibility
- Benefits interaction

Features of SE Found in CE

- Person Centered Planning
- Community focus
- Paid employment
- Accommodations
- Natural supports
- Self-employment

Unique Features of CE

- Negotiation of job duties and/or employer expectations required
- Individualization required: must be one person at a time
- Customized Plan driven by applicant's strengths, needs and interests

Unique Features of CE

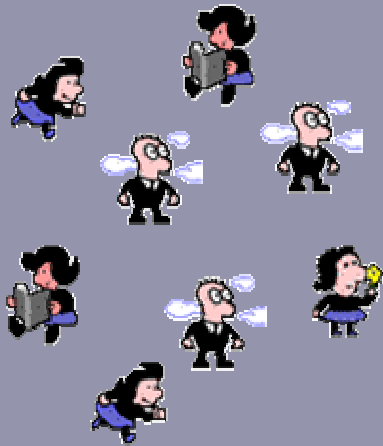
- Discovery as the basis of planning
- Labor market direction and contribution determined by the individual, not openings or market demand

Unique Features of CE

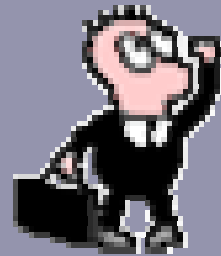
- Appropriate for all applicants with complex lives
- Services located in generic, one-stop system

Labor Market Job Development

Applicants



Potential Employers

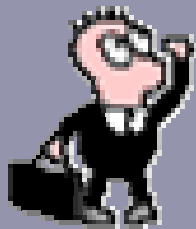


Job Developer

In Labor Market Job Development, Job Developers meet with both applicants and numerous employers in the community to determine their needs.

Labor Market Job Development

Potential Employers



Job Developer



Job Developers typically start by identifying employers based on who they know, what's hot and what's not, local market trends and former satisfied employers.

Labor Market

Job Development



Job Developer

Applicants



The Job Developer then considers each applicant in relation to the demands of an interested employer.

Labor Market Job Development



The arbitrary demands of each employer result in an inevitable sorting out of the applicants. Those with more skills and less complexity rise to the top. Those with less skills and more complexity are considered last.

Labor Market Success



Some are chosen
as having the skills
to meet employer's
needs.



The other applicants must keep
looking, hoping for a good fit and
to be chosen later.

The Need for Customization..



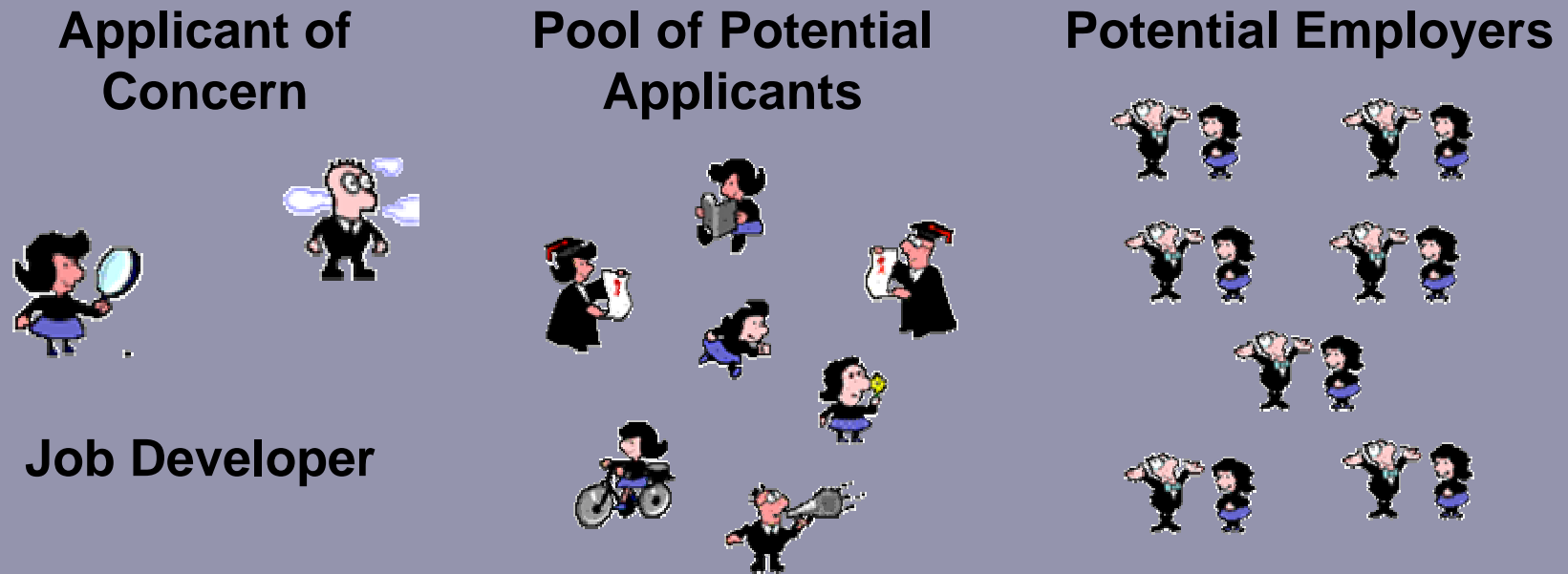
Successful applicant using Labor Market Strategies



Applicant with a significant disability

While certain applicants are successful using a Labor Market approach, those with more significant impact of disability are often left out, again and again. For those individuals, a customized approach is needed for employment success.

Individually-Driven Customized Job Development



In Customized Job Development, Job Developers get to know one applicant at a time through **discovery** *before* meeting with potential employers in the community.

Discovery..

allows us to determine who the applicant is, their complexities as well as their potential contributions to employers.



- Discovery Process



Hobbies



Responsibilities



Interest Areas



Complexities



Transportation



Challenges



Skills

Customized Job Development



The Applicant's Conditions, Preferences and Contributions are identified through a Customized Planning Process as well as a ***Task List***.



The Job Developer then meets with specific employers in an effort to negotiate a customized job description.



From a list of potential employers identified during the Customized Plan.

Customized Job Development



Customized Employment is successful when there is a negotiated fit between the applicant’s “strengths, needs and interests” and the “specific needs of an employer”.