



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.

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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.

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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.

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Customization & Complex Lives

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

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Customization & Complex Lives

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

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Features of SE Found in CE

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

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Features of SE Found in CE

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

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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

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Unique Features of CE

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

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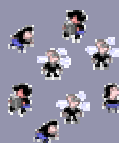
Unique Features of CE

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

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Labor Market Job Development

Applicants



Potential Employers



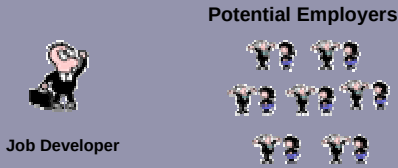
Job Developer



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

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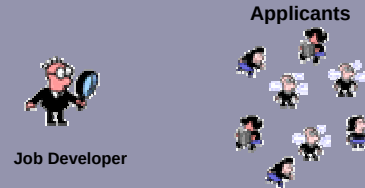
Labor Market Job Development



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.

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Labor Market Job Development



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

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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.

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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.

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The Need for Customization..



Successful applicant using Labor Market Strategies



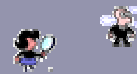
Applicant with a significant disability

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.

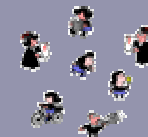
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Individually-Driven Customized Job Development

Applicant of Concern



Pool of Potential Applicants



Potential Employers



Job Developer

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

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Discovery..

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



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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.

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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".

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