



**WORKFORCE
SERVICES
REHABILITATION**

CUSTOMIZED EMPLOYMENT SERVICES

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- Understanding Customized Employment
- Essential Elements
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POLICY:

Customized Employment (CE) is an option when typical supported employment strategies have not been successful, or when customized employment strategies may more successfully meet a client's individualized support needs.

CE Services may only be provided by qualified CRP Employment Specialists that have successfully met training and certification requirements.

For the full policy see Client Service Manual Chapter 30. Also, CE fee schedule is located in Chapter 12, Appendix A.

WHAT IS CUSTOMIZED EMPLOYMENT?



Under the current Workforce Innovation and Opportunity Act (WIOA) regulations, Customized Employment is defined as competitive integrated employment, for an individual with a significant disability, based on an individualized determination of the unique strengths, needs and interests of the individual designed to meet the specific abilities of the individual and the business needs of the employer.

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 through flexible strategies including:

- Customizing a job description based on current employer needs or on previously unidentified and unmet employer needs
- Developing a set of job duties, a work schedule, specifics of supervision (including performance evaluation and review), and determining a job location
- Representation by a professional chosen by the individual, or self-representation of the individual, in working with an employer to facilitate placement
- Providing services and supports, such as job coaching, at the work location
- Providing the employer with training and resources, such as information on Americans with Disability Act (ADA) accommodations.

THE ESSENTIAL ELEMENTS OF CUSTOMIZED EMPLOYMENT



Source: WINTAC

- Negotiation of job duties — The job duties are set as a result of negotiation with employers, based upon their needs and the clients' abilities
- Individualization — Involving a job for one person, often utilizing job-carving, restructuring, modification or creation
- Negotiated pay — The employee's wage is set as a result of negotiation with the employer and results in compensation at the prevailing wage or "going rate," and is at least minimum wage
- CE occurs in businesses in the community or in businesses owned by the individual in the case of self-employment, increasing the employee's integration into their community
- CE facilitates a mutually beneficial, voluntary employment relationship that meets the needs of both an employer and the job seeker
- CRP Employment Specialists are critical to represent the client/job seeker throughout the CE process, learning who the job seeker is, negotiating the terms of their employment, and ensuring sufficient and reasonable supports are in place



WHAT IS DISCOVERY? WHY IS IT IMPORTANT?

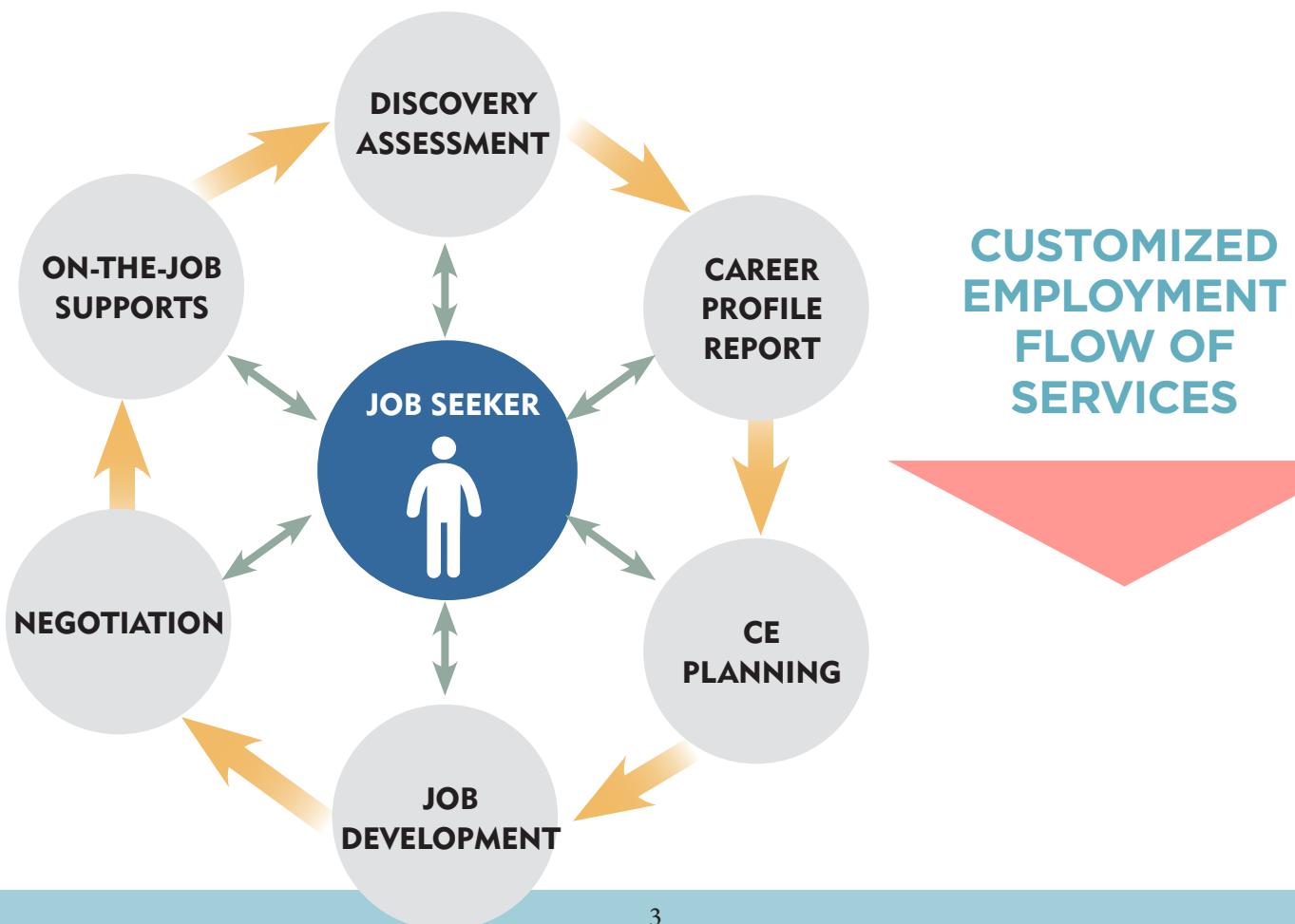


- Discovery is the core of Customized Employment and answers the question, "Who is this person?"
- Through observations and interviews, identifies the job seeker's strengths, needs and interests
- Takes information from a job seeker's entire life and translates it into tasks a person can do for pay, environments where they are at their best, and conditions needed to be successful
- Provides the foundation for Employment Planning

HOW CUSTOMIZED EMPLOYMENT DIFFERS FROM TRADITIONAL SUPPORTED EMPLOYMENT



- The CE process begins with an individualized and intensive “Discovery” process that may be 30 hours or more in length
- CE requires individualized job development that closely follows what’s been learned in that Discovery process PRIOR TO looking at any job or meeting with an employer
- The CE Team Members need to discuss the discovery process, profile report and agree on the customized job development and placement plan
- Job Development is individualized — one job seeker at a time
- The job seekers determine how they will be represented to the employer



WHO IS APPROPRIATE TO RECEIVE CUSTOMIZED EMPLOYMENT SERVICES?

- Individuals who are classified by VR as having Most Significant Disabilities (MSD)
- Individuals who require more support or a different approach than provided through traditional Supported Job Based Training/ Supported employment models
- Individuals who can benefit from extended support services through the employer, natural supports, or a provider (i.e. job coach)
- Individuals who have access to a CRP Employment Specialist trained in Customized Employment

WHAT CUSTOMIZED EMPLOYMENT AND SUPPORTED EMPLOYMENT HAVE IN COMMON:

- Work occurs in an integrated, individualized work situation in the community
- Employment results in pay at the prevailing wage or “going rate”
- Employment outcomes may include creating a job through self-employment
- Both utilize job carving, restructuring, modification, or creation
- Both may involve providing supported employment services
- Both CE and SE outcomes are intended to result in competitive and integrated employment

