Hello!

I am Janet Steveley with Griffin-Hammis Associates
I am here because I love to talk about Customized Employment
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Today’s Webinar

× Overview of Customized Employment
× Discovering Personal Genius
× Cultivating Employment Opportunities
× Examples, questions & discussion
From Supported to Customized Employment

Real Work/Real Pay

On-going Support

Integrated

SUPPORTED EMPLOYMENT
WHAT WE LEARNED...

- One person at a time!
- Place and train (vs train and place)
- Negotiate tasks around what people CAN do versus trying to “fit” job descriptions
- Long-term support (systematic instruction, assistive technology, natural supports)
Customized Employment Defined

Customized employment (CE) refers to competitive integrated employment, for an individual with a significant disability, that is based on an individualized determination of the strengths, needs, and interests of the individual with a significant disability, is designed to meet the specific abilities of the individual with a significant disability and the business needs of the employer, and is carried out through flexible strategies.

WIOA, 2014
“Individualizing the employment relationship between the employee and the employer in ways that meet the needs of both.”

Federal Register, 2002
CE CIRCUMVENTS A COMPARATIVE APPROACH

TRADITIONAL
- Vocational Evaluation
- Resume development
- Interview practice
- Job Postings
- Applications and Interviews

CUSTOMIZED
- Discovery/Profile
- Social Capital
- Identify biz needs
- Employment Proposals
Potential Outcomes of CE

WAGE EMPLOYMENT

× Negotiated Jobs
× Resource Ownership

SELF-EMPLOYMENT

× Microenterprise
× Business within a Business
NEGOTIATED JOBS

Theme: Organization

Ideal conditions:
- Clean
- Structured
- Weekdays, part time
- On bus route
RESOURCE OWNERSHIP

× **Theme:** Culinary

× **Strategy:** Resource ownership. Allowed full-time work by purchasing an ice cream machine.
MICROENTERPRISE

- Defined as a business employing 1–5 workers;
- Generally operated to support oneself or ones family
- Microlending
MICROENTERPRISE: ALLEN

Theme: Horticulture

Ideal Conditions:
• Late morning/afternoon start
• Physically accessible worksite
• Preferably outside
BUSINESS WITHIN A BUSINESS

- Business operates within another “host” organization
- Built in support and customer base may already exist
OTHER EXAMPLES
Self-Employment

“Fits” the person

Feasible

Support available
WHO IS THIS PERSON?

Vocational Themes?

Ideal Conditions of Employment?
Ideal Conditions Might Relate To..

Personal
- Schedule
- Health
- Family
- Learning style
- Support system

Work/Environment
- Tasks, activities
- Work culture
- Supervisory style
- Physical environment

Other
- Transportation
- Location
- Wages
- Benefits
DPG is....

- A Team Process
- Fast-paced
- Sequential and cumulative
- Outcome-oriented
The Discovery Staging Record (DSR)

Descriptive picture of who the person is!
Guides the process!
Captures the information!
Stages in DPG

1. Home & Neighborhood Observation
2. Interviewing Others
3. Discovery Activities (Skills & Ecological Fit)
4. Verifying Vocational Themes (Informational Interviews)
5. Vocational Profile (Descriptive Narrative)

See Discovery Staging Record
Stage 1: The Home Visit

× Purpose: To start to get to know the person in a comfortable environment
× Conversational
× Smooth listening
INFORMATION TO GATHER:

- Interests
- People/connections
- Skills/Tasks
- Learning Style
- Supports Needed
Stage 2: Interviewing Others

Purpose:
Learn more about the person from different perspectives.

*In person or by phone.*

*People with diverse perspectives.*

*People who see you in a positive light!*
Stage 3: Discovery Activities

Purpose: To identify **skills**!

*Observe a variety of environments.*

*Must involve an action!*

*Take pics!!!*
Familiar and Unfamiliar Environments

**FAMILIAR**
- Mowing the lawn
- Making popcorn
- Feeding/Caring for animals
- Putting air in a bike tire

**UNFAMILIAR**
- Mowing or gardening tasks at a nature park
- Making/serving popcorn at an event
- Walking dogs are the Humane Society
- Putting air in tires at a used bike swap
Setting Up Discovery Activities

- “good artist”
- “Loves flowers!”
- “Into Remote Controlled Trucks”
Stage 4: Vocational Themes

- Purpose: Verify vocational themes
- Seek information and advice through informational interviews
- Connect people
- Provides additional insight for further exploration
Three Vocational Themes™

- Trucks
- Knitting
- Tattoos
- Transportation
- Crafts
- Art/Alternate Lifestyle
Your Turn! Identify Themes...

- Picking up litter
- Baseball caps
- Kittens
- Civil war memorabilia
- Scrapbooking
- Crochet
- Collecting guns
- Fishing
Common Vocational Themes

- Advocacy
- Agriculture
- Athletics or Recreation
- Art
- Children
- Cleanliness
- Communications
- Construction
- Culinary
- Customer Service/Hospitality
- Entertainment
- Fashion
- Geography
- Leadership
- History
- Mathematics
- Military
- Mechanical
- Medicine/Health Care
- Organization
- Politics
- Religion/Spirituality
- Technology
- Transportation
- Travel
- Water
Opening the Discussion:

- Tell me/us about how you got started in this line of work.
- Tell me/us about what your business does (Primary & secondary product/services).
- Tell me/us what a typical day might look like (core & episodic routines).
Seeking Advice. Tell me about...

× The different positions that people do here.
× What you look for in potential employees.
× Skills needed? Training requirements?
× What you would recommend to someone interested in this field?
Identifying Employer Needs

× New trends in the field?
× Things customers call & ask for (or complain about) that business can’t provide?
× If had $10,000 to invest in your business, what would you do with it?
× If you had an additional employee 10 hours per week, what would you have them do?
Stage 5: Vocational Profile

Purpose: Summarizes information gathered into a descriptive narrative that guides job development.

Three Vocational Themes!!!
Ideal Conditions of Employment!!!
Positive and Useful Information....

- Non-compliant (says “no” to any request)
- Disrespectful of authority figures
- Poor hygiene

  Works best....
  - Independently
  - Without excessive direction
  - Outdoors doing physical work.
Shane is a 21 year old job seeker, who enjoys working outside, doing physical work that helps to maintain or improve the environment. He works best on his own, without excessive direction from supervisors or co-workers. He needs to understand the task(s) so that he can work independently and can control the schedule and completion of duties.
Career Plan Development: List of Twenty
The Planning Meeting

× Gather the team
× Review what was learned in DPG
× Develop a list of twenty
× Use Social Capital!
× Determine first steps in Job Development
## List of Twenty

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<th>Crafts/Textiles</th>
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List of Twenty

× For each theme, identify at least 20 related businesses
× Prioritize list and Conduct Informational Interviews
× Learning about industries, following each lead to next logical step
Cultivating Employment Opportunities
Key Strategies

- Continue informational interviews
- Use Social Capital
- Avoid Big Box Stores
- Focus on artisanal businesses
- Assume Employers are always hiring
- Create value
- Propose Employment
THE TRANSITION TO JOB DEVELOPMENT

Discovering Personal Genius

Final Vocational Themes Formulation
Informational Interviews...

Formal Job Development

Work Trials
Unsolicited Employment Offers

Griffin-Hammis Associates
FINDING THE JOBS BEHIND THE JOBS
How Can We Create Value?
Stop presenting yourself as a candidate, stop acting like an applicant, and instead, start acting like a solution provider, start acting more like a consultant, a problem solver.”

-Ford Myers
Creating Value

What’s the economic value of adding an elevator?

– The Art of Sales, Broughton
Employment Proposals
Employment Proposal Outline

- Position proposed
- How it benefits the employer
- Potential employee (themes, skills, contributions)
- Conditions (accommodations, etc.)
- Proposed financial arrangements
- Next Steps
Shawn

- Theme: Environment ("litter bug")
- Strategy: Negotiated Job
- Ideal conditions of employment:
  - Work independently
  - Flexible schedule
  - No need for excessive direction
  - Outside/active
Proposal to the City of Springfield

Shawn: “…is an “independent spirit” who is very interested in the environment and maintaining his community.

Proposed Job: On-call assistant to provide help cleaning up the city park, boat ramp, and sports park.
Benefits:

× Efficient: Provides additional help at peak times/seasons
× Saves Money: Prevents paying overtime
× Consistent with City Mission
CE is a set of tools and strategies to ensure successful employment outcomes;
CE utilizes Discovery to understand who the person is right now;
CE Circumvents traditional approaches to job search, relying on getting to know the needs of employers and communities.
Customized Employment Resources

The Job Developer's Handbook: Practical Tactics for Customized Employment

Making Self-Employment Work for People with Disabilities