

Customized Employment Pilot Description

Purpose: The purpose of the Customized Employment (CE) Pilot is to evaluate the degree to which the unique set and sequence of pre-employment services associated with CE can contribute to Wisconsin Division of Vocational Rehabilitation's (VR) goals of increasing its number of successful rehabilitations and increasing its rehabilitation success rate to 50% or better, (Rehabilitation Services Administration standard is 55.8%) particularly for consumers who are determined to need Supported Employment (SE) services. It is believed that CE can enable people, who've previously been closed unsuccessfully to be served and to reach a successful outcome. It is also believed that CE can enable more severely disabled individuals to obtain jobs because CE focuses on customized positions that require discreet skills.

Intent/Target Population: The CE Pilot will involve the provision of CE services to a population of VR consumers who are deemed in need of SE and who meet one or more of the following criteria while open to DVR services or at the time of application or referral by a Managed Care Organization (MCO):

- (a) Previously closed unsuccessfully by DVR;
- (b) Has had one or more supported employment opportunities in the past three years where the individual lost supported employment position, and wishes now to be considered for CE.
- (c) Has been in SE job development for six months or longer, has not yet obtained employment, continues to desire to obtain employment, and is open to trying new approach to job development and employment in customized position.
- (d) New to DVR, and in VR area director's or counselor's judgment, is unlikely to be successful in obtaining competitive employment that matches their preferences and needs through applications made in response to advertised openings. This includes individuals where results of SE Assessment or other vocational evaluation suggest person is not competitively employable and closure might otherwise be made on the basis that the person is not able to benefit from further VR service.

Other consumers may take part in the pilot as determined on a case-by-case basis with reasons for inclusion identified and documented by the WDA Director.

Primary Evaluation Criteria: Evaluation of the effectiveness of CE will be measured differently for each type of target population:

- (a) Previously closed unsuccessfully by DVR: *Evaluation will look at whether person can be closed successfully if CE pre-employment services are used.*

(b) Have had one or more supported employment opportunities in the past three years where the individual lost supported employment position, either before or after successful closure by DVR, primarily because the individual was unable to meet the expectations of the employer(s) for the position being filled: *Evaluation will look at whether person can obtain employment, through CE pre-employment services, which is maintained through VR closure and six months beyond that closure.*

(c) Have been in Supported Employment job development for six months or longer, have not yet obtained employment and continue to express a desire to obtain employment. These consumers will be offered an opportunity to participate in the pilot, understanding they will have to begin these services from the first steps: *Evaluation will look at whether job development for person can produce offer of employment in six months or less if customized job negotiation approach is used.*

(d) New to DVR, and in VR area director's or counselor's judgment, is unlikely to be successful in obtaining competitive employment that matches their preferences and needs through applications made in response to advertised openings. Includes individuals where results of SE Assessment or other vocational evaluation suggest person is not competitively employable and closure might otherwise be made on the basis that the person is not able to benefit from further VR service: *Evaluation will look at whether person can be closed successfully, and how the time period necessary to do this compares with the average time period for successful closure under traditional SE, if CE pre-employment services are used.*

Secondary Evaluation Criteria:

Four key evaluation questions will be considered beyond the primary evaluation questions discussed previously:

(1) Overall, does VR's number of successful closures and/or rehabilitation success rate for SE consumers increase beyond the average level achieved in the five year period prior to initiation of the CE pilot? Currently a range of 45-55% statewide rate based on individual case variables.

(2) Overall, for vendors participating in the CE pilot, do the vendor-specific successful closure numbers and/or successful rehabilitation rates for SE consumers increase beyond the average levels achieved in the five year period prior to the initiation of the CE pilot?

(3) With regard to authorized individuals (vendors) delivering services on behalf of vendors involved in the CE pilot, does the number of successful closures and/or the successful closure rate of these authorized individuals increase beyond the average levels achieved in the five year period prior to the initiation of the CE pilot? What particular characteristics differentiate the authorized individuals who increase their number/rate of successful closures from the authorized individuals who do not?

(4) Are vendors and authorized individuals participating in the CE pilot able to successfully place individuals with employers who the vendors and authorized individuals have not traditionally accessed?

Justifying the CE Process:

The process and components associated with CE pre-employment services differ in some ways from the existing set of SE pre-employment services. The key differences are discussed and justified here:

1. Discovery replaces the SE Assessment and does not include the eight hours of required work trial observation as is required with SE Assessment. Instead, the eight hours are expected to be used to gain the fuller and deeper understanding of the individual which is required for production of an acceptable Individual Profile report.

Rationale: Discovery is based on a concept of ecological validity rather than predictive validity. In Discovery, the path to success is found through deep understanding of the person and their current life. It is accepted in CE that putting people in sample situations and attempting to predict employment potential based on these test situations is not the best route to ensuring success. It is more important that the direction to employment makes sense in relation to a person's life rather than to attempt to predict success based on test performance. Therefore, the time allowed for Discovery is largely used to understand the person in familiar situations.

However, a portion of Discovery does involve participating with or observing an individual in a situation that is unfamiliar in order to understand how the individual handles new learning situations. What is observed about the person in these situations is assumed to be similar to how the person will likely react on his/her first day of work. Therefore, the specific activity or work the person is engaged in is less relevant than the observations made. The use of this strategy within Discovery typically involves much less than eight hours.

In addition, with existing SE Assessment, sometimes the trial work situations arranged are not customized to the individual. In reviewing sample SE Assessments, sometimes the types of sample work situations used have a significant influence upon the vendor's subsequent recommendation for what types of jobs the person is well-suited for. As well, some vendors report that the useful learning from these sample work situations occur in the first one to two hours and that meeting the full eight hour requirement doesn't typically yield more learning than is gained in the first one to two hours.

2. Instead of the Employment and Support Plan coming before SE Assessment, the Customized Employment Plan replaces the ESP and always comes after Discovery.

Rationale: The customized plan for employment should be as well-informed and grounded as possible, in order to maximize the likelihood of success. Discovery provides a tremendous amount of baseline information which contributes to identifying a positive and streamlined path to community employment and a grounded, functional blueprint for job development for each individual. Positioning the plan to be done after Discovery creates the opportunity for those who contributed to the Discovery process to be invited and engaged in the creation of the plan. This also encourages more active involvement and contribution to the job development process by people other than the job developer. As well, it is recognized that one primary purpose of the ESP is to identify a source for long-term support and this may justify having the ESP completed before SE Assessment. Yet with the coming of Managed Care, the lack of long-term support is much less of an issue. The availability of long-term support should be easily confirmable as part of the DVR "in-take" process. The WDA Director on a case-by case basis may secure a letter of long term support from the MCO.

Criteria for Identifying Qualified Vendors:

In order to be considered a qualified vendor for this pilot, the vendor is required to meet **both** of the following requirements:

- Approved by VR as vendor for supported employment services
- Has vendor portfolio approved by DVR and the MCO that: introduces the vendor; effectively describes customized employment (including employer needs analysis); details benefits of customized employment for employer; and explains next steps if employer is interested.

Qualified Individual Providers of CE Services:

For the purposes of this pilot, CE Services must be provided by **authorized individuals** as designated by DVR. The opportunity for individual consumer choice will be presented where there is more than one approved provider. Authorized individual providers of CE services will always be affiliated with a qualified vendor and will meet **all** of the following criteria:

(1) Has completed the training series on CE conducted by Michael Callahan during which the CE service(s) being authorized has been taught. The following outlines the training modules/days that must be completed in order for this requirement to be met:

Discovery:

Must have completed training modules/days one and two.

Customized Employment Plan and Representational Portfolio:

Must have completed training modules/days one, two, and three.

Job Negotiation and Customization:

Must have completed training modules/days one, two, three and four.

(2) Has received the Technical Specification Description for the CE service they are being authorized to provide, and has signed a document indicating their understanding of, and commitment to adhere to, the process and fee schedule outlined in attachment A.

If there is an interruption of service, the individual participant will be transferred to another approved vendor on a case-by-case basis. This change will be noted in the tracking materials.

Qualified Providers of On-Going Support for those in CE Positions:

Since CE services are designed to assist an individual to obtain employment, there will be no special qualifications, above and beyond existing DVR qualifications required for vendors providing on-going support through stabilization and case closure. However, the involved MCO or Pathways will provide an incentive payment for each month DVR authorizes long-term support, if the individual is working twenty hours or more each week. See fee schedule outlined in Attachment A and Current DVR Supported Employment fee schedule. Vendors providing on-going support for individuals in CE positions are encouraged, but not required, to have the staff providing on-going support, attend Systematic Instruction training provided by Mike Callahan or a similarly qualified person. These trainings emphasize best practices for on-going support including:

- (1) Good job analysis prior to the consumer's first day of work, which results in a concrete plan for maximizing natural supports from the outset of employment;
- (2) Use of naturally referenced work site supports that where job site supports are provided in a manner that reflects the way the particular company or employer supports all employees;
- (3) Use of systematic instruction techniques to ensure consumers learn to do all aspects of their job as independently as possible;
- (4) Use of systematic fading techniques as training is successfully completed.

Workforce Development Area (WDA's) Participating in Pilot:

As agreed to by the workgroup, only 4 WDA's will be involved in this pilot. These WDA's are 4 (Fond du Lac), 6 (Wausau), 8 (Eau Claire) and 9 (La Crosse).

The workgroup wanted to limit the WDA's involved to only those where vendors have completed all the training needed to effectively do CE. This will also keep numbers and data at a manageable level so we can track progress and measure success.

Targeted Number of Cases:

Since the CE pilot involves the provision of a set of pre-employment services that will not exceed the costs associated with DVR's standard SE pre-employment services, and will maintain the same overall timeline as the standard SE pre-employment services, all

individuals who fall into the target population (within the 4 identified WDA's) shall be offered the opportunity to receive CE pre-employment services during the pilot period, if:

- (1) Qualified individual providers of CE services are available in the area and have capacity to accept new referrals for CE pre-employment services and
- (2) Incentive payment packages are still available, either from the involved MCO or Pathways central office, to be assigned to consumers participating in the pilot.

DVR central office will also reserve the right to cap enrollment in the CE pilot when the number of participants in a specific WDA reaches an annual or cumulative total established by central office. Overall numbers will be controlled by four factors: (1) limits to target population as described on page 1; (2) availability and capacity of qualified individual providers in any particular locality; (3) availability of incentive payment packages; and (4) cap on pilot enrollment that may be established by DVR central office. It is expected that the maximum capacity is 25 individuals per WDA. (This includes consumers previously served in 2009 using customized employment techniques and not 25 new consumers in addition) These factors will be considered in evaluating the effectiveness of CE services delivered through this pilot.

It is an expectation of DHS, CMO's and DVR that vendors will self-regulate the number of consumers they can serve effectively. If full and timely performance becomes an issue, further review of the vendor will be made and referrals to a vendor may cease until such time as they are able to provide timely and quality service as described in customized employment training materials and overall philosophy. The very basis of a customized approach to employment requires attention and commitment on the part of all involved with a participant.

Occupational Equipment in Customized Employment

Occupational Equipment/Resource Ownership is a feature of CE. Use of this option as a placement methodology will be reviewed on a case by case basis to insure that the proposed agreement complies with DVR policy and rules. Cases of this type will be reviewed locally by the WDA Director and forwarded to the Assistant Bureau Director and Program Development Specialist.

Start Date:

November 15, 2009 to initiate pilot activity. MOU with DHS effective January 1, 2010-December 31, 2010 to reflect invoice and tracking needs of MIG/Pathways projects.

Timeline and Activities Leading Up to Start Date:

November 15, 2009- All vendors will be notified of the CE pilot and asked to submit information and documentation to establish themselves as qualified vendors and to establish their individual staffs as qualified to deliver one or more CE pre-employment

services. This information and documentation will be due back to DVR by December 15, 2009. DVR will then send letter to each vendor, confirming the vendor is qualified to participate and noting each individual staff person who is qualified (per documentation of training submitted to DVR) to deliver one or more CE pre-employment service.

A list of qualified vendors and individual staff (qualified by CE service type) will be provided to all DVR counselors on or before December 15th, 2009.

As additional vendors and/or individual staff complete additional CE training, the vendors can notify DVR (CE Pilot designated manager) and the list of qualified vendors and individual staff will be updated accordingly and re-circulated to all DVR counselors.

November 15, 2009 - The resources outlined in the next section will be distributed to all DVR counselors in participating WDA's, unless DVR decides to designate certain DVR counselors for in-take and handling of SE/CE cases.

Resources developed for DVR Counselors and shared with MCO Staff:

As part of initiating this CE pilot, DVR counselors and participating vendors will be provided the Customized Employment Pilot Description with the following resources:

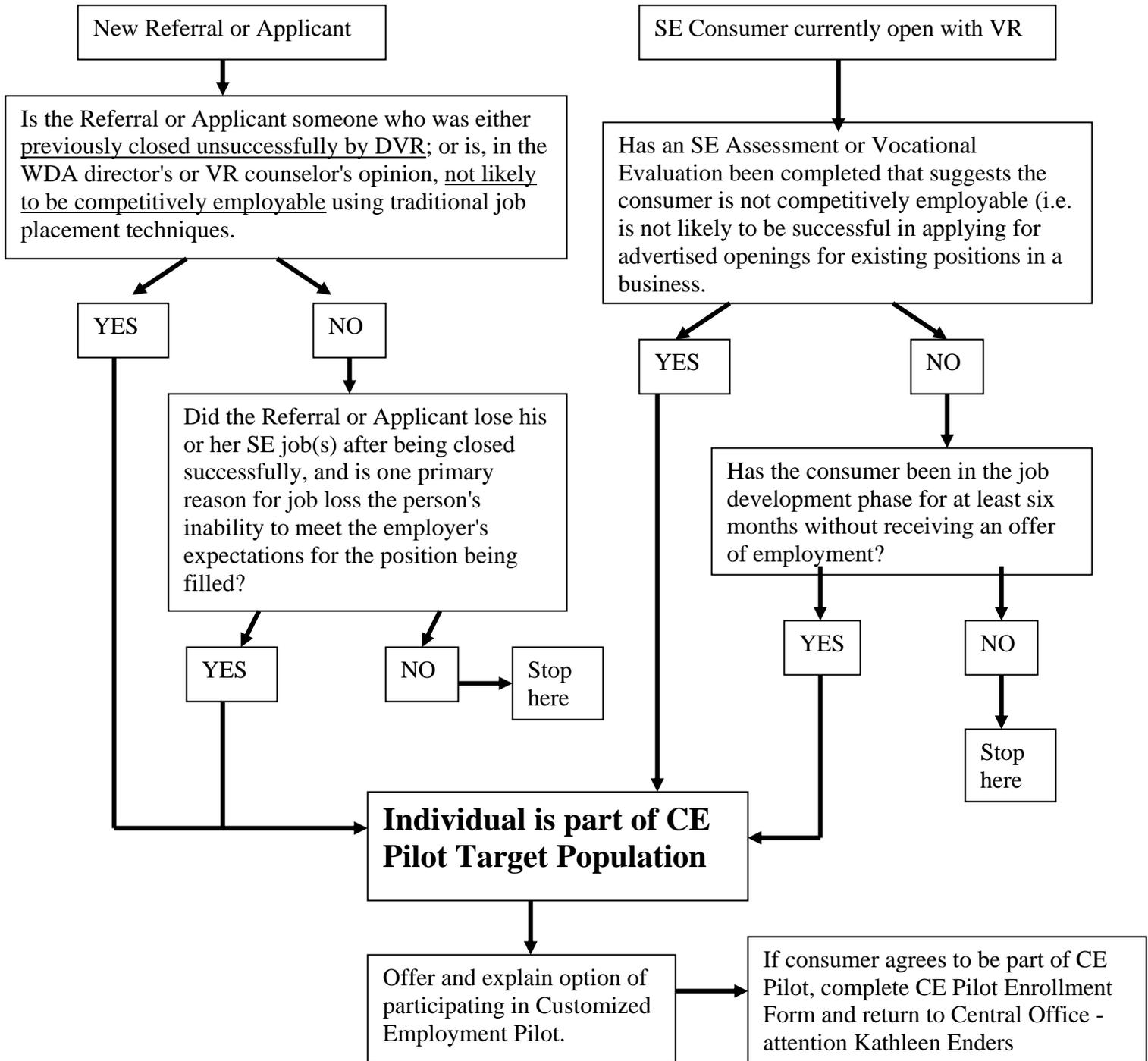
- (1) A decision-matrix worksheet which will help counselors identify all individual consumers who fall into the target population (Attachment A);
- (2) A short guide sheet to enable DVR counselors to accurately present and explain the CE pre-employment services option so individual consumers who are identified as part of the target population can make an informed choice about whether to choose this option instead of traditional SE pre-employment services (Attachment B);
- (3) A CE pilot enrollment form which counselors will complete and return to central office when an individual consumer chooses and is authorized for CE pre-employment services. This enrollment form will collect any data deemed necessary for effective evaluation of the CE pilot which is not otherwise available through normal DVR data system and individual consumer records. This form should be completed electronically and sent to the WDA Director, the consumer case file and the Program Development Specialist. [Note: VR counselors for those consumers with CE pre-employment services authorized prior to November 15, 2009 will be required to complete and submit CE pilot enrollment forms for each of these consumers by December 15, 2009.] (Attachment C);
- (4) MIG/Pathways CE fees/descriptions with instructions. (Attachment D);
- (6) Power Point for agencies to establish a portfolio to share with WDA Directors and MCO's. (Attachment E);
- (7) Customized Employment Activity Log for vendors to use in tracking progress and activity throughout the CE process. (Attachment F);

(8) DVR Current Supported Employment fee schedule (attachment G).

It is understood by all participating parties that the features, process and payment structure is for the period of the pilot only.

Customized Employment Pilot Decision-Matrix Worksheet

Purpose: To Facilitate Identification of Consumers Who Fall into Target Population for Pilot



***Customized Employment:
A process for customizing employment outcomes
For individuals with significant disabilities***

This approach to customized employment utilizes a comprehensive process that links each step to the next, and results in a person-directed planning process and a customized job match between an applicant and an employer. The process includes: 1) and overview of customized employment strategies, 2) individualized exploration using the Discovery Strategy, 3) development of a narrative document such as a *profile or discovery portfolio* that captures the information of discovery, 4) facilitation of a customized employment planning meeting that develops a blueprint for job developers, 5) development of a representational portfolio that helps assure the attainment of a customized job, and 6) strategies for successfully negotiating customized job descriptions with employers. In addition to these activities, I can also offer information on job site support strategies such as job analysis, systematic instruction, natural supports, technology and accommodations.

This is an empowering process designed for applicants to direct their own personalized services in partnership with providers, with the assistance of family, friends and others in the community. The following briefly describes each of the initial activities for customized employment.

1. *An overview of Customized Employment*

This process step focuses on an overview to Customized Employment, a strategy that provides persons with disabilities, and indeed other applicants with significant barriers to employment, with an alternative to traditional, competitive jobs. According to a new definition used by the US Department of Labor, Customized Employment refers to:

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. (Federal Register, June 26, 2002, Vol. 67. No. 123 pp 43154 -43149)

Customized Employment relies on a negotiated rather than competitive approach to employers; therefore job developers must be available to assist applicants to develop personalized proposals for employers.

This approach to employment offers the promise of welcoming all persons with disabilities who wish to work into the generic employment system and into a job that fits their needs. It also defines the critical role of vocational rehabilitation services to support both the individual with a disability and the generic system to make employment a viable option for persons once thought to be unemployable.

2. *Discovery*

The discovery strategy uses discovery as a substitute to comparison-based testing procedures in that it utilizes already-existing information rather than information developed through formal assessment methods. Discovery is used as a guide for customizing an employment relationship for an applicant with an employer. This process takes into account the applicant's entire life experiences rather than single instances of performance. The discovery process begins with a provider representative who meets with the applicant and family at the home of the applicant. These visits, along with other discovery activities, give the individual and family, as appropriate, information about their powerful roles in the process and allow the provider to compile basic information that is necessary to begin the process.

The provider then schedules time to spend with applicants during the activities that comprise the majority of typical days, as well as accompanying the applicant during planned community activities. This interaction allows the providers to get to know the applicant and to assist in identifying personalized preferences and conditions for employment as well as individual contributions to be offer to employers.

3 *The Narrative or Visual Profile Document: Capturing the information of discovery*

A comprehensive format that describes the individual in a narrative manner is then developed. For students, this document becomes a work in progress during the transition years of the student's school career passed on from teacher to teacher until graduation. The document is then passed on to adult employment service personnel to be used as a basis for job development and support, as appropriate. For adults, the descriptive document provides information vital to planning and can substitute for traditional, comparative vocational assessment procedures. In addition to sample profile formats for a written narrative, alternative format for capturing discovered information will be offered.

4. *The Customized Planning Meeting: Developing the employment plan*

A Customized Planning Meeting is held with the applicant, family, friends, advocates, the provider, VR counselors and others chosen by the applicant. This planning meeting adheres to the values associated with the best of person-directed, person-centered values. The applicant (with support from family or others, as necessary) holds "trumps" during the meeting and decides the information that will be included in the plan. The meeting describes a customized job development plan in the form of a blueprint that includes:

- * Generally speaking, "what works and what doesn't work" for the applicant
- * The applicant's preferences, contributions, and conditions for employment;
- * The types of job tasks the applicant feels should comprise the job,

- * Specific employment sites where work could be developed for the applicant; and
- * Employment leads & relationships with possible employers.

5. *Development of a Representational Portfolio*

The Discovery Strategy also utilizes a “presentation portfolio” as a tool for job developers to use to introduce both the general idea of persons with significant disabilities making contributions to employers and as a personalized, visual resume that represents the best of the applicant with a disability.

The portfolio is a customized visual presentation on behalf of a person that will assist either the job developer or the person themselves, as they speak with employers. The Portfolio was test marketed with employers throughout the country and found to be of significant benefit in explaining the unique contributions of applicants. This new product can be used by people with severe and multiple disabilities, including physical and communication disabilities, and their representatives, as appropriate, in order to assist such individuals in securing employment.

6. *Job Development*

While the Customized Planning Meeting clarifies the applicant's preferences and conditions of employment and specific employment leads, it does not provide the applicant a job. Job finding efforts are initiated based on the “blueprint” developed during the Customized Planning Meeting. It is essential to discover any of the applicant’s relationships or their support circle’s relationships with targeted employers. This helps to make initial contacts with prospective employers. In most cases, conventional job descriptions will not be appropriate for an applicant with significant disabilities. Therefore, the provider must look beyond job openings, to identifying the unmet needs of an employer. Armed with the knowledge about the applicant, the provider can then look for job tasks and work cultures that fulfill the applicant's criteria for a successful job match. Tours of specific employment sites are used to identify the unmet needs of an employer by looking at job tasks, employee routines, and worksite cultures.

This is a process of observation, discussion, and listening to employers. It is the provider’s responsibility to establish whether the employer has a need relating to the applicant’s proposed tasks and job characteristics. This process seeks to determine whether employer needs truly match the applicant's contributions, conditions, and preferences for employment. If a need and/or match does not exist, discussion about employing the applicant is redirected to another site. If a need and match are identified, then discussions begin with the employer. Providers must be ready, at this point, to begin negotiating, carving, or creating a job that meets the needs of the applicant and the employer. This process of contacts, tours, and discussions requires the support of all of the parties involved. It may take numerous contacts to secure the right match between the applicant and the employer. Successful job matches occur when an applicant's contributions, conditions, and preferences are carefully matched with an employer's unmet needs.

Customized Employment Pilot Enrollment Form

WDA#: Date of referral:

Consumer name (first name last initial **only**) and IRIS case #

OOS Category:

Primary Evaluation Criteria Option (Check one):

____ (A) Previously closed unsuccessfully by DVR.

____ (B) Have had one or more supported employment opportunities in the past three years where the individual lost supported employment position, either before or after successful closure by DVR, primarily because the individual was unable to meet the expectations of the employer(s) for the position being filled.

____ (C) Have been in Supported Employment job development for six months or longer, have not yet obtained employment and continue to desire to obtain employment:

____ (D) New to DVR, and in VR area director's or counselor's judgment, is unlikely to be successful in obtaining competitive employment that matches their preferences and needs through applications made in response to advertised openings. Includes individuals where results of SE Assessment or other vocational evaluation suggest person is not competitively employable and closure might otherwise be made on the basis that the person is not able to benefit from further VR service.

DVR counselor name:

Did you take the CE training?

Service Provider Organization:

Service Provider staff name:

MCO Contact or team:

Profile due date (60 days after receipt of PO):

Profile completed date:

CE Plan /Rep Profile due date (30 days after discovery or IPE completed, whichever comes last):

CE Plan/Rep Profile completion date

Customized job hire date

Hired within 6 months:

WHEN FORM IS COMPLETE: EMAIL TO: KATHLEEN ENDERS, WDA DIRECTOR AND ATTACH A COPY TO THE IRIS CASEFILE.

Attachment C

Medicaid Infrastructure Grant Pathways Customized Employment Pilot Fees/Descriptions

CE MIG/Pathways Process and Services to be piloted: In order to determine the extent to which CE can positively contribute to increasing VR's supported employment rehabilitation success rate, a CE process and set of services will be defined for the purposes of this pilot. The process and services will reflect the CE training currently being sponsored jointly by Pathways to Independence, and regional Managed Care Organizations (MCOs). This process and set of services is as follows:

Discovery

Deliverable: Individual Profile
Timeframe: Due 60 days after authorization* *Ideally authorized and completed before IPE so that Discovery information informs establishment of employment goal.
DVR: See current fee schedule for Supported Employment Assessment
Pathways/MCO Incentive: \$300 (Note that Pathways will pay this incentive if the consumer is not also enrolled in an MCO)

Customized Employment Plan and Representational Portfolio

Deliverable: CE Plan Document and Representational Portfolio
Timeframe: Due 30 days after Discovery or IPE completed, whichever comes last.
DVR: See current fee schedule for Supported Employment, Employment and Support Plan
Pathways/MCO Incentive: \$200 (Note that Pathways will pay this incentive if the consumer is not also enrolled in an MCO)

Job Negotiation/Customization

Deliverable: Customized Job Hire
Timeframe: Six months or less from date of authorization.
DVR: See current fee schedule for Supported Employment Job Hire
Pathways/MCO Incentive: \$400 if customized job offer received and accepted by consumer in first month of Job Negotiation/Customization. \$300 if customized job offer received and accepted by consumer in second month of Job Negotiation/Customization. \$200 if customized job offer received and accepted by consumer in third month of Job Negotiation/Customization. \$100 if customized job offer received and accepted by consumer in fourth month of Job Negotiation/Customization. (Note that Pathways will pay this incentive if the

consumer is not also enrolled in an MCO)
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On-Going Support to Reach Stabilization

Stabilization is defined as being reached when: (1) paid on-going supports are reduced as far as is judged possible to achieve in the first six months per DVR policy with a maximum of eighteen months of employment based on federal regulation; and (2) all issues of concern identified by the employer and supported employee have been adequately addressed.

Deliverable: Monthly Progress Report (content to be reported will be agreed between DVR and MCO so vendor is required to do only one report per month and send to both entities)
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Timeframe: Six months to a maximum of 18 months; authorized in increments of two months at a time.
--

DVR: See current fee schedule for Supported Employment Ongoing Support
--

Pathways/MCO Incentive: \$300 per month if person working 20 hours/week or more. This incentive is only payable for each complete month where DVR is funding on-going support per current technical specifications/fee schedule for supported employment. (Note that Pathways will pay this incentive if the consumer is not also enrolled in an MCO)

Full Stabilization and Transfer to Long-Term Support

Deliverable: Proof of Transfer - Letter from MCO/county Note: There is a requirement of an initial letter of long term support at the onset of the referral.
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Timeframe: Within six months of date consumer began job.
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DVR: See current fee schedule for Supported Employment Transition to long term support
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Total Pathways/MCO Payments (if all incentives earned) = \$2,700
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It is understood by all vendors participating in this pilot that the Medicaid Infrastructure Grant/Pathways fees listed above are for the pilot ONLY and may not be continued.



A Template for developing an Agency Portfolio

Developing and using
presentational portfolios to
negotiate customized jobs



We match job seeker skills With employer needs.....

The people we represent have unique skills to contribute to your business.

Our job is to determine whether you have specific needs which match these skills.

If a match is identified, a job description is customized to suit both you and the applicant with a disability.

Customized Employment

The US Department of Labor is encouraging employers and applicants to consider negotiating an employment relationship when current job descriptions and other expectations create a barrier.

This concept is known as *customized employment*.

Focus for Customized Employment

Tasks reflecting unmet needs

CE provides a strategy for employers to focus on the unmet needs that inevitably occur in a time of multi-tasking, high expectation demand.

Tasks better performed by others

CE can focus on the discrete tasks of job descriptions relating to highly skilled and credentialed positions in workplaces.

Tasks needing additional productivity

CE can utilize specific job seeker competencies based on discovering their “strengths, needs and interests” and matches and negotiates with existing employer needs.

Stocking check-out islands, assisting advertising, un-boxing electronic equipment



Mailroom assistance and inter-office delivery



Updating a customer database



Inventory Control tasks



Targeted maintenance and cleaning



Developing medical images and scanning legal documents



Sorting and filing of excess paperwork



Spot cleaning to reduce “slip and falls”



Tour and Needs Analysis

Before any agreement is made, we offer a needs analysis at no charge.

We can either observe your various business procedures, or we can assist you to do so, to identify potential needs within your company.

Customized Employment targets specific worksite issues:

- Episodic duties
- Slower components of tasks
- Back-ups/Bottlenecks
- Material/tool supply
- Interruptions
- Additional assistance to meet high work demands
- Unattended materials/products
- Waste/scrap materials
- Misplaced materials/goods
- Dusty, broken, dirty goods/materials
- Unsafe or unsightly conditions
- Inconvenient location of materials

Job Analysis: The foundation of success

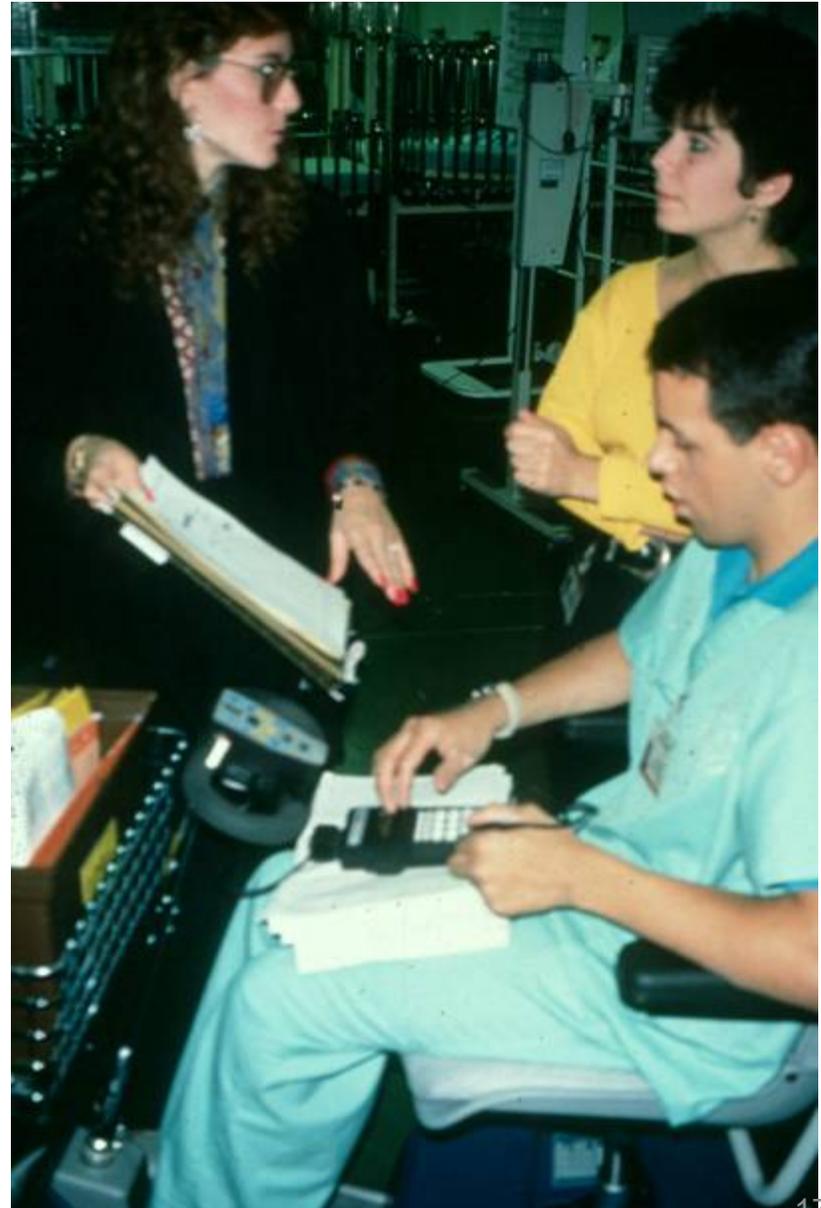
We focus on:

The *way* you do things

The *means* you use to train and support employees

The *people* you assign for supervision..

We listen to
your ideas



We discover the means you use to teach new employees



We provide support staff when needed to support your people



We help your employees to feel competent supporting your new employee



Attachment G Employment Activity Log

Job Seeker: _____ Lead Facilitator: _____

#1 DISCOVERY (Target Time to Complete: 15-20 Hours)

Date Discovery Started: _____ Projected Completion Date: _____ Actual Completion Date: _____

Please record all hours spent on Discovery.

Notes on everything learned from Discovery Activities should be kept in the Discovery Binder you have been given.

Documenting your learning and experiences with photographs is also recommended, with approval of job seeker.

A) TIME SPENT ON INTERVIEWS (Tip: Interview the person and those who know the person best.)

Date	Who was interviewed:	Location (or if done by phone, note this)	Person Conducting the Interview:	Total time: (including travel)

Attachment G Employment Activity Log

Job Seeker: _____ Lead Facilitator: _____

D) TIME SPENT IN RECORDS REVIEW (Tip: This time should be limited in the overall Discovery process.)

Date	Describe Record(s) Reviewed:	Person doing review:	Total time:

TOTAL TIME SPENT ON DISCOVERY: _____

Reflections on experience of completing Discovery process:

Attachment G Employment Activity Log

Job Seeker: _____ Lead Facilitator: _____

#2 CREATING THE INDIVIDUAL PROFILE (Targeted Time to Complete: 5 Hours)

Date:	Note how time spent (e.g. reviewing and organizing information in Discovery Binder; writing or creating visual version of profile report; editing report; double-checking information)	Person doing work:	Total time:

TOTAL TIME SPENT ON INDIVIDUAL PROFILE: _____

Reflections on experience of developing Individual Profile:

Attachment G Employment Activity Log

Job Seeker: _____ Lead Facilitator: _____

B) : Writing up the Customized Employment Plan

Date	Note how time spent:	Person doing work:	Total time:

TOTAL TIME SPENT ON CUSTOMIZED EMPLOYMENT PLANNING: _____

Reflections on experience of Customized Employment Planning and Writing the Customized Employment Plan:

Attachment G Employment Activity Log

Job Seeker: _____ Lead Facilitator: _____

#4 CREATING THE REPRESENTATIONAL PORTFOLIO (Targeted Time to Complete: 5 Hours)

Date	Describe Activity:	Total time:

TOTAL TIME SPENT ON CREATING THE REPRESENTATIONAL PORTFOLIO: _____

Reflections on experience of creating the Representational Portfolio:

Attachment G Employment Activity Log

Job Seeker: _____ Lead Facilitator: _____

TOTAL TIME SPENT ON Customized Job Development: _____

Reflections on experience of doing Customized Job Development:

Supported Employment and Employment Supports Planning Fees

Effective: July 1, 2009-June 30, 2010

\$500	Employment and Support Plan: Payable upon receipt of Plan. The plan must be signed by the consumer (or consumer's representative), vendor and DVR counselor. The report is due within 60 days from the initial three-way meeting.
\$800	Supported Employment Assessment: Payable upon delivery of an assessment report acceptable to the DVR Staff. In accordance with the technical specifications, the vendor has 60 days to complete the assessment.
\$1,400	Job Hire: Payable upon actual hire on a job that is in accordance with the employment goal noted on the assessment and placement plan. If this does not occur during the first 90 days, the DVR Staff and consumer should be contacted, the issues addressed, and the plan modified, if appropriate.
\$700	Ongoing Support: Monthly rate is \$700 with a minimum guarantee of 6 months if the consumer remains employed. Monthly progress reports are expected. Update Employment and Support Plan by second monthly report. Additional months may be authorized based on individual consumer needs to establish job stability and reduction of paid supports. The maximum ongoing support DVR can pay for is 18 months, although this is rarely needed.
\$1,200	Outcome incentive payment paid if transition to Long Term Support (LTS) occurs upon completion of 6 months of support. It is payable 90 days after the transition has been successfully completed.