



## The Effectiveness of Customized Employment for Transition-age Youth with Disabilities

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### Training Plan

- Overview of Customized Employment
- Panel Discussion with Employment Specialists
- Case Studies

### Customized Employment

- Defined by WIOA as...
  - 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 and the business needs of the employer, and carried out through flexible strategies.

### Customized Employment Process

1. Discovery
2. Vocational Profile
3. Customized Employment Planning
4. Portfolio/Visual resume
5. Customized Job Development & Negotiation
6. Accommodation and Post Employment Support

### Discovery

- Home Visits
- Interviewing family, friends & others
- Understanding cultural & social background
- Observation of job seeker in multiple environments to collect information
- Understanding non-work needs of the job seeker
- Informational Interviews
- Job Shadows
- Business Tours



### Vocational Profile

- Culmination of information gathered from Discovery
- Directs the job development path
- Comprehensive narrative
- Focus on skills, abilities, interests, preferences & ideal features of employment
- Employment planning meeting



### Portfolio or Visual Resume

- Highlighting skills, interests, experiences
- Multiple methods
  - PowerPoint
  - Video
  - Combination
- Utilize photos/videos/information from Discovery and previous experiences



### Customized Job Development

- Use information from Discovery activities to lead the path
- Personal & professional networks, social media
- Schedule tours & informational interviews
- Arrange meetings & working interviews
- Create Employment Proposals
  - Identifying tasks, job seeker preferences, accommodations, hours, pay, supports

### Accommodation and Post Employment Support

- Job site training
- Identification of accommodations and compensatory strategies
- Natural supports
- Community supports



### DRRP on Customized Employment of Individuals with Disabilities

- Test the effectiveness of CE as an intervention to facilitate employment for youth with disabilities.
  - Funded through NIDILRR
  - Youth with developmental disabilities
  - Ages 18 – 24
  - Partnership with TransCen

### Panel Discussion with Employment Specialists

- Visiting the person at home is the first recommended step in completing discovery. What have you learned by going to the person's home that you might not have learned otherwise?

- Can you tell us about a discovery activity that really helped you get to know one of your job seekers?

- Why do you think it is important to identify employment themes for a job seeker?

- Give us an example of how you identified an employer's needs for a specific job seeker?

- How do you describe the benefits of customized employment to an employer?

- Why would an employer want to customize a job for a person with a disability?

- Can you share with us what you think the benefit of customized employment is for the job seeker (individual with disabilities)?

### Sarah's Case Study



### Discovery



- Home Visit
- Discovery Activity
- Internship Observation

### Job Negotiation



- Job Duties
- Wages and Hours
- Job Site Training
  - Job Duty Schedule
- Fading

### Dan Case Study



### Discovery

- First impression of Dan
- Interests and current jobs
- Listen to the parents.....they know their son
- Observe Dan's hat and nails.....talk with Dan about his passion



### Job Shadow/Informational Interview

- Two job shadows
- Work trials & red tape
- Mom's suggestion...a great idea!



### For Additional Information:

- DRRP on Customized Employment of Individuals with Disabilities
- <https://drpp.vcurrctc.org>
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