

Customized Employment

Presenters: Ellen Condon and Cheri Reed-Anderson
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MT Deaf-Blind Project

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RESOURCES EVENTS & TRAINING

EARLY IDENTIFICATION & REFERRAL FAMILY ENGAGEMENT ASSESSMENT, PLANNING & INSTRUCTION TRANSITION
PROFESSIONAL DEVELOPMENT NATIONAL CHILD COUNT

CONTACT US

Montana Deaf-Blind Project
Rural Institute
41 Corbin Hall
Univ. of MT
Missoula, MT 59812

Phone: 406.243.4134

Fax: 406.243.4730

MTDeafBlind@mso.umt.edu

[Contact Form](#)



CUSTOMIZED EMPLOYMENT

WORK EXPERIENCE AND EMPLOYMENT
FOR STUDENTS WITH SIGNIFICANT IMPACT OF DISABILITY
WEBINAR SERIES

Ellen Condon, University of Montana, Rural Institute
Co-Director, Montana Deaf-Blind Project

Cheri Reed-Anderson, Montana Vocational Rehabilitation,
Counselor Supervisor in Miles City VR Office

Poll #1

- What is your role?
 - Parent
 - School staff
 - Vocational rehabilitation counselors
 - Employment services provider
 - State deaf-blind project staff
 - Helen Keller National Center staff
 - Other (please list in chat/question box)

Workforce Innovation and
Opportunity Act (WIOA) of 2014,
emphasizes CIE as the preferred
Transition outcome for students with
disabilities [ACICIEID Final Report 9-8-16](#)

How does WIOA impact students with disabilities?

- High expectations for all students and adults
- All young adults will have the opportunity to prepare for, obtain, maintain, advance in or re-enter Competitive Integrated Employment
- Section 511 limits the use of subminimum wage
- As of July 22, 2016, people 24 and younger must meet conditions prior to being employed at subminimum wage:
 - Pre-ETS **AND**
 - Applied for VR **AND** were determined ineligible **or**
 - IPE and efforts to progress toward the employment outcome were not successful, VR case closed
 - Career counseling and referral

“Competitive Integrated Employment” (WIOA 2014)

- Minimum or prevailing wage
- In the community
- Same opportunities for integration as someone else in that type of job
- Same access to advancement and benefits as anyone else in that job

Poll #2

True or False:

Subminimum wage employment is considered competitive integrated employment as long as the employer has a subminimum wage certificate from the Department of Labor.

IS COMPETITIVE INTEGRATED EMPLOYMENT FOR EVERYONE?

WIOA defined CE

- **Customized Employment" (CE) is defined in final WIOA regs, Federal Register, 361.5 (c) (11), as:**
- Competitive integrated employment, for an individual with a significant disability, that is:
 - Based on an individualized determination of the unique strengths, needs, and interests of the individual with a significant disability;
 - Designed to meet the specific abilities of the individual with a significant disability and the business needs of the employer; and
 - Carried out through flexible strategies...

CE definition...

- Such as:
 - Job exploration by the individual; and
 - Working with an employer to facilitate placement, 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 and job arrangement, and specifics of supervision (including performance evaluation and review), and determining a job location;
 - Using a professional representative chosen by the individual, or if elected self-representation, to work with an employer to facilitate placement; and
 - Providing services and supports at the job location.

Two Distinct Approaches (1 of 2)

Labor Market Job Development: **Responding** to the needs of employers with applicants who are “qualified” to meet those general needs.



Two Distinct Approaches (2 of 2)

Customized Job Development:

Discovering the “strengths, needs and interests” of job seekers and **proactively** negotiating a job description that meets both the job seeker’s and employer’s specific needs/benefits.

JUST BECAUSE YOU CAN'T
COMPETE DOESN'T MEAN
THAT YOU CAN'T WORK...

IT SIMPLY MEANS YOU NEED A
DIFFERENT STRATEGY TO OBTAIN
WORK.

Features of Customized Employment (1 of 2):

- Specific job duties are negotiated with employers, voluntarily, to customize the job.
- Occurs in regular community workplaces or in self-owned businesses.
- Involves pay of at least the minimum wage up to prevailing wage.

Features of Customized Employment (2 of 2):

- Based on discovery of the job seeker more than on evaluative/comparative processes.
- Driven by a customized plan developed by the individual's strengths, needs and interests.
- Focuses on tasks rather than job titles to negotiate essential responsibilities.

Use a customized employment approach to design well-matched work experiences

- A well-matched work experience will maximize the student's:
 - Overall participation in a work experience,
 - Competent performance on tasks, and
 - Self-confidence about working in the community.
- And it will enable the student's team to envision a life of work for them.

Customized Employment and Transition

- Competitive Integrated Employment is an option for everyone
- Use a student's time in school to learn about their:
 - Interests and Preferences
 - Build skills, contributions & task list
 - Learn about the student's ideal conditions for success
 - Support work experiences that match the student's ideal conditions for success

How do we think about employment for Kelsey?

DISCOVERY ANSWERS THE QUESTION, “WHO IS THIS PERSON?”

Where they are at their best? What do they do? How do they do it? What motivates the person? Activities of Daily life across environments....

Poll # 3

True or False:

Discovery includes evaluations to determine a job seeker's developmental age.

Customizing a job or work experience requires that we explore these five components from the job seeker's perspective:

1. Conditions
2. Preferences and Interests
3. Contributions to Be Offered
4. Discrete Tasks to Be Performed
5. Specific Employers to Be Contacted

Ideal conditions for success:

- Access (vision, hearing, physical access, communication support, enough room to navigate, large rest room)
- Tasks that can be done with a switch
- Time of day, length of time, breaks
- Interaction with people
- Task completion deadlines are soft
- Long-term supports
- Things to avoid
- Transportation

Contributions:

- Notices people and activities
- Alerts people when something occurs
- Uses switches
- People person
- Concerned about others

Tasks:

- Use a switch to:
 - Operate anything with an on/off switch
 - Electronic stapler, shredder, doors
- Use a switch to:
 - Share information
 - Direct people
 - Solicit people to her

Tasks, location, & supports were negotiated

Poll # 4

True or False:

Employers are required by law to customize a position for someone with a disability.

How does a student get access to Discovery?

- Team members use a Discovery approach in place of evaluative approaches
- Weave Discovery into transition planning
- Access Customized Employment through Vocational Rehabilitation

CUSTOMIZED EMPLOYMENT IN MONTANA



Montana – Where We Were

- Montana had to build all of the programs like all other VR agencies.
- Montana saw large caseloads, increased spending; field staff and support staff started to leave and retire.
- Montana went into Order of Selection, closing all categories March 9, 2017.

Prior to WIOA:

- Montana did not provide Customized Employment as a standalone service.
- Supported Employment was used and some of the jobs were “customized” to meet the client needs.



Vocational Rehabilitation (VR)

- Transition Services
- Vocational Counseling
- Vocational Training
- Postsecondary Education
- Supported Employment Services
- Career Development
- Job Placement

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Pre- Employment Transition Services

- 14-21 years old in high school
- IEP, 504, or are potentially eligible for VR services
- 5 specific services:
 - Career Exploration
 - Work-based Learning
 - Postsecondary Education
 - Workplace Readiness Skills
 - Self-Advocacy

*Required participation if going to workshop setting for work.



VR- Supported Employment

- Competitive Integrated Employment in an integrated work setting
- Job Coaching
- Work Accommodations (if required)
- Extended Services



A large, abstract blue watercolor splash graphic on the left side of the slide, with the text 'VR-Customized Employment' written in white inside it.

VR-Customized Employment


- Discovery: in-depth report developed by client and certified CRP that shows client skills and abilities
 - Profile I: Intake
 - Profile II: Discovery
 - Profile III: Planning Meeting
 - Virtual Resume
- Job Development: Employment is negotiated with employer to meet their needs and client skills.

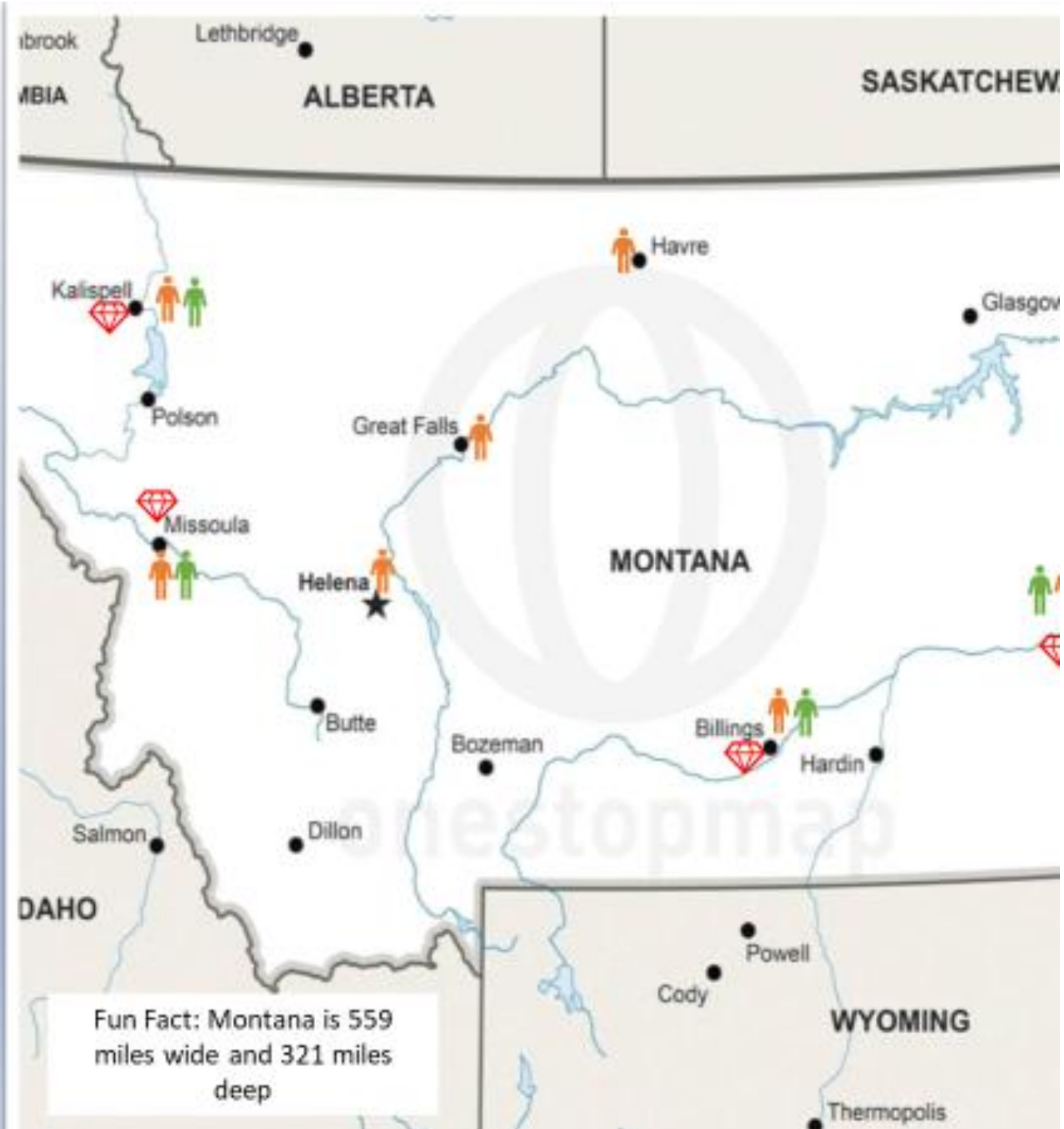
Providers

Discovery

Certified 12 in 2017, have 6 remaining 
7 currently working on certification 2020 
2 VR Counselors working on certification

Job Development

5 CRP's working on certification 2020 
2 VR Counselors going to be certified



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VR-Self-Employment

- Refers to an individual who works for himself or herself and is responsible for earning their own income from a trade or business rather than working for an employer and being paid a salary or wage.
- Self-employment plan is required for plan to be supported through VR.



How to Gain Services



- Apply for Vocational Rehabilitation Services through your local office
- Currently Montana VR is in Order of Selection *
- Determined eligible for Vocational Rehabilitation Services
 - Includes Order of Selection
- Once name comes up on the list for VR services then client and counselor will discuss what services are required to assist in preparing for, gaining and maintaining community-based competitive employment



Pre- Employment Transition Services

- Customized Employment (CE) is not a recognized service that is covered in Pre-ETS



Statewide CE Infrastructure

- Customized Employment (CE) was added to the State Plan/Strategic Plan
- Montana continues to develop CE policy and procedures
- Montana identified Marc Gold & Associates (MG&A) as our performance-based certification model
- Montana's fee schedule was recently changed to be clearer to providers and counselors
- Montana VRCs all received gateway training in both Job Development and Discovery earlier this year and during monthly staff training

Questions?



Contact Information:

Ellen Condon, Co-Director, Montana Deaf-Blind Project and Montana Transition and Employment Projects

<http://mtdeafblind.ruralinstitute.umt.edu/>

www.facebook.com/groups/MontanaDBproject/

406-243-4936

MTDeafBlind@mso.umt.edu

Cheri Reed-Anderson, Counselor Supervisor, MT Vocational Rehabilitation

406-232-0583

creed@mt.gov