

# CUSTOMIZED EMPLOYMENT

SRC Performance Review Committee - October 14, 2021

# What is “Customized Employment”

- Customized Employment (CE) is a process for achieving competitive integrated employment or self-employment through a relationship between employee and employer that is personalized to meet the needs of both parties.
- It is intended to be used with those participants that may not have found success through other employment strategies.



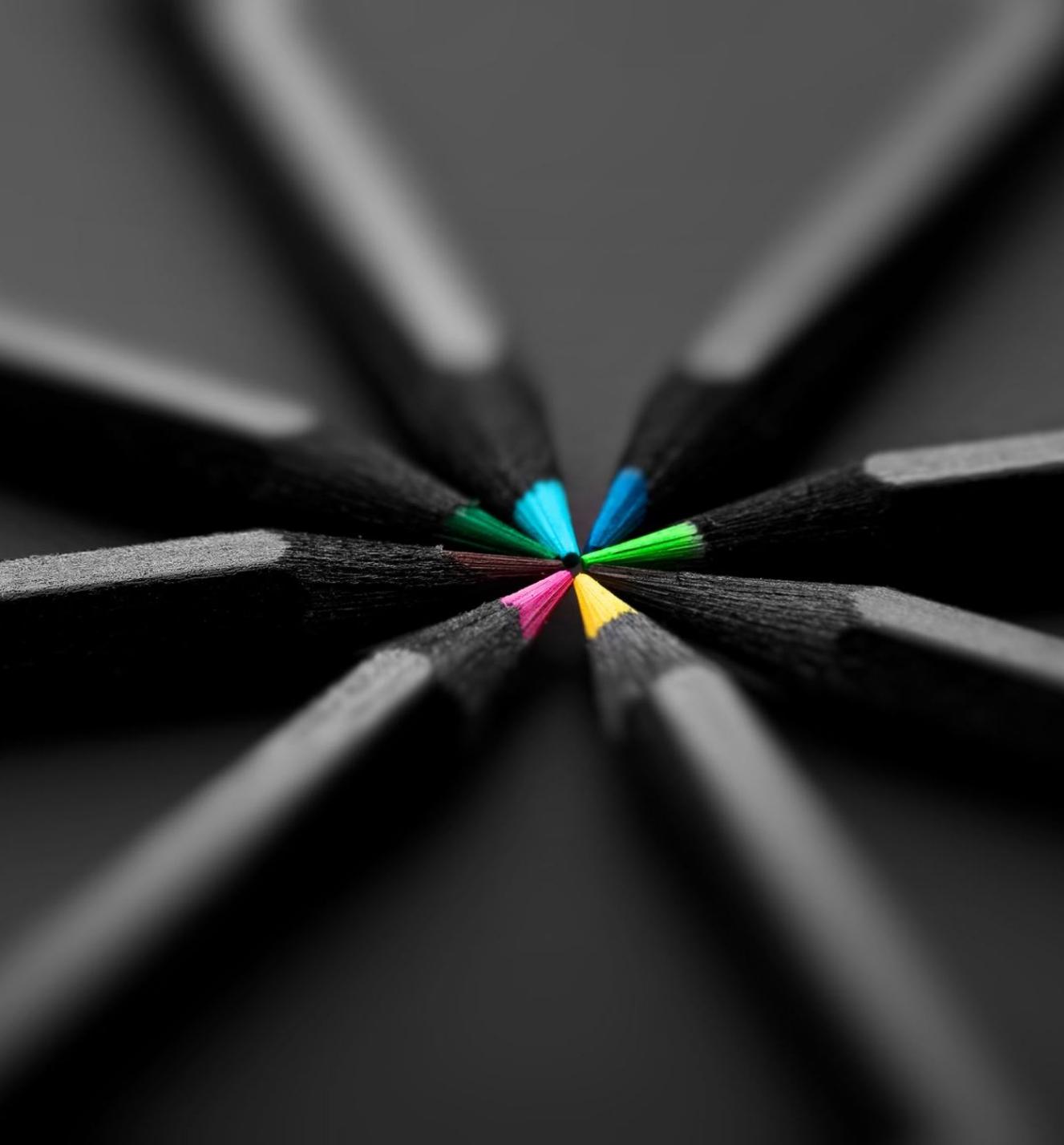
## Individualization is Key

- CE should be focused on finding an employment opportunity that is consistent with the individual's strengths, needs and interests
- CE should meet the needs of the employer while allowing the individual to carry out their job duties through flexible strategies



# The Origin of Customized Employment

- In 2001 the Office of Disability Employment Policy (ODEP) began implementation of a five-year customized employment initiative through American Job Centers in targeted states.
  - The goal was to develop best practices that supported participants with the most significant disabilities, obtain competitive integrated employment.
- In 2014, customized employment was included in Title IV of the Workforce Innovation and Opportunity Act (WIOA) as a strategy under the definition of supported employment.



# Essential Elements of Customized Employment

- Negotiation of job duties.
- Individualization, involving a job for one person.
- Negotiated pay of at least the minimum wage.
- CE occurs in businesses in the community or in businesses owned by the individual.
- CE facilitates mutually beneficial voluntary employment relationships.
- Job development “agents” are used as necessary to represent the employment seeker.
- A qualitative “no fail” process that presumes that all individuals can work.
- Customized self-employment or customized wage employment, as chosen by the individual.
- CE is best used to meet the needs of employment seekers with disabilities who have not been or are unlikely to be successful with traditional, demand-side employment.