

Stronger Together: Collaborative Customized Employment

Presented by

Consortium for Customized Employment

Arc of Monroe

Goodwill Industries



"If you take the team out of teamwork, it's just work. Now who wants that?"
-Matthew Woodring Stover



Agenda

- **Why Customized Employment?**
- **Arc of Monroe: Our Customized Employment Journey**
- **Consortium for Customized Employment**
 - **History**
 - **Agency Perspective**
- **Success Stories**
- **Q & A**

Two Distinct Approaches:

- **Labor Market Job Development:**

Responding to the needs of employers with applicants who are “qualified” to meet those general needs

- **Customized Job Development:**

Discovering the “strengths, needs and interests” of applicants and negotiating a job description that meets both the applicant’s and employer’s specific need

Recognized by the Department of Labor [here](#)

Why Customized Employment?

- Structured process for getting to know people where they are at their best helped us see what jobseekers have to offer.
- Focuses on matching people's skills and contributions with employer unmet needs, leading to longer retention
- Enables us to take into account people's "conditions" during job development
- Ensures that individual, family and job developer are on the same page
- Works well for jobseekers with limited work experience or who don't fit into standardized job descriptions.

Customized Job Development

- Focuses on tasks a specific job seeker can do for a specific employer
- Creates a role that would benefit everyone
- Assumes everyone has something to offer and can work
- Sets up for long term success

Not: standard job description/existing openings

Customized Employment Process

Discovery	Vocational Profile	Planning Meeting	Visual Resume	Customized Job Development	On-Site/Off-Site Support
Discovery provides the foundation information for individuals that is then used to customize a job with an employer	Capturing the information of Discovery	The Customized Plan for Employment	Marketing materials to highlight the job seeker's strengths, conditions and interests, presented to a business	Discovering needs in a business; a process of matching, relationship building and negotiation	Systematic Instruction; initial & long term support to both the employee and employer

WHO IS THE JOB SEEKER?

Discovery

- at their home
 - in a new place
 - in a familiar place
 - interview and conversations
 - with the job seeker
 - with critical people to employment
 - with people in the community/systems
-
- place significant information from Discovery in the profile part 1-2



video resume

The Match: a win for both

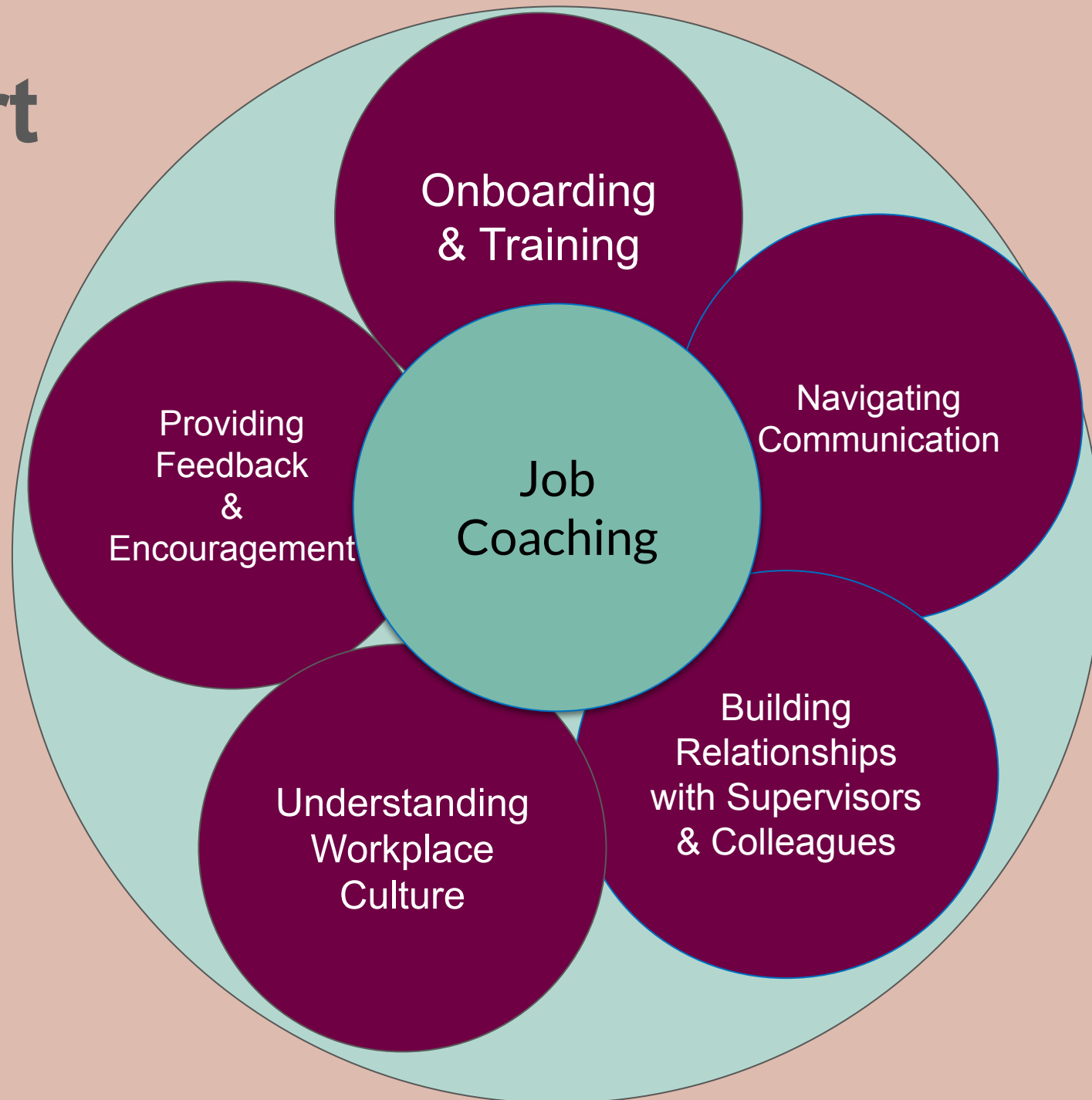
Participant:

- Conditions met
 - Schedule
 - Communication style
 - Environment
 - Support available
- Contributions valued
- Interests appreciated

Business:

- Needs are met
- Productivity increased
- Work will be done when needed
- Dedicated Employee with built in support system

Support



Stephen

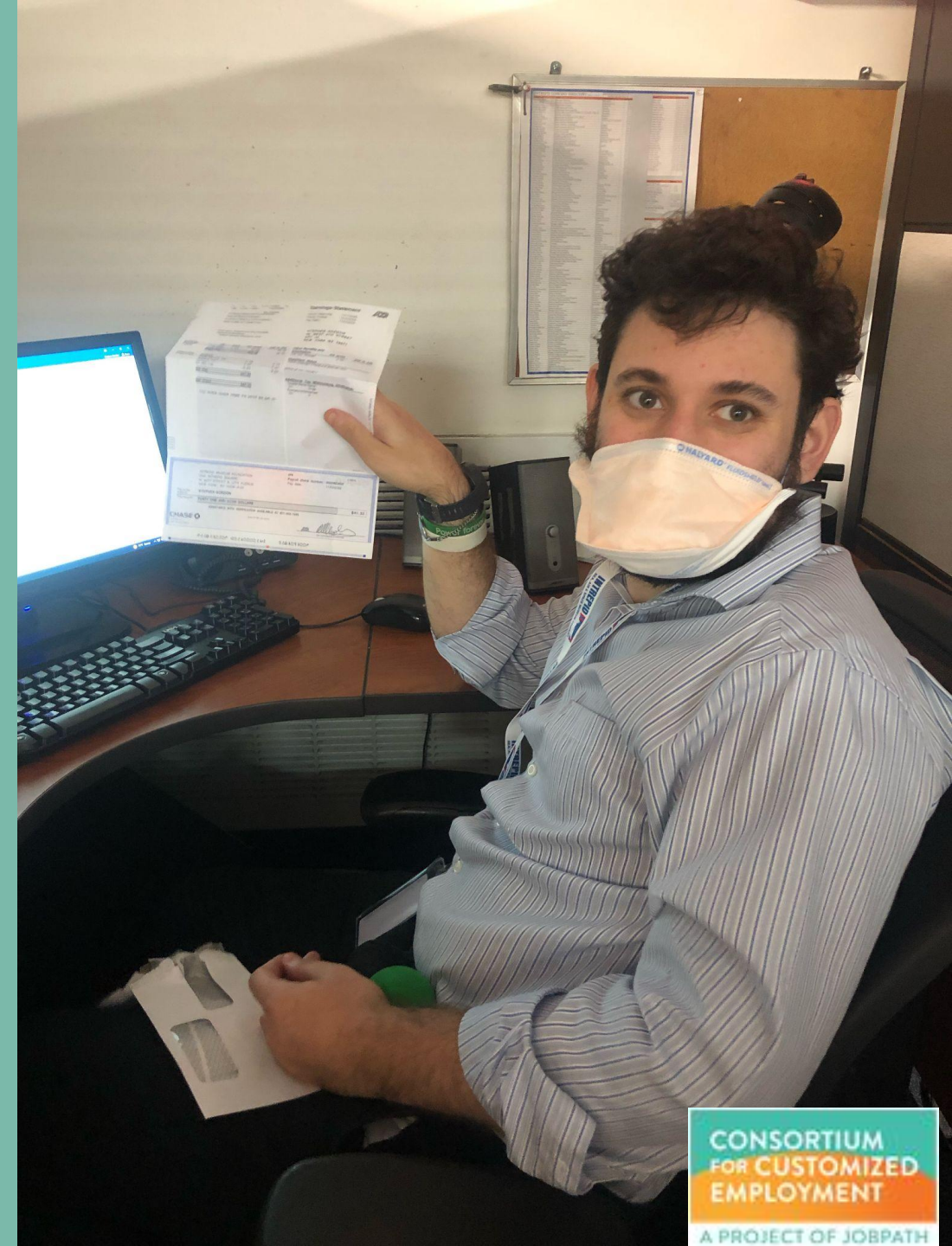
Conditions: Clear tasks/Structured schedule
Supportive supervisor
Hourly breaks
Short shift

Contributions: Data Entry
Proofreading
Strong work ethic
Positive outlook

Tasks: Proofreading/reformatting oral interview transcripts

Employer: Intrepid Sea, Air & Space Museum

Tenure: 1 year, positive annual review, second shift being added this week



Collaboration Grows to Rochester, NY

- Attended Introductory Training from Job Path NYC led to shift in perspective
- Applied for and received Developmental Disabilities Giving Circle Grant
- Training and Mentoring from Job Path NYC

Implementing Customized Employment

- Utilizing the Employment Training Program (ETP)
- Crosswalk between Discovery and MGA



Advancing Opportunities

- Sharing the concept to with CCOs
- Presenting to Day Habs, Community Pre-Vocational Programs, and Comm Hab
- Integrating the mindset within our own agency
- Continuing to build relationships with local agencies

Consortium for Customized Employment

- 1978: Job Path, Inc. founded
- 2003: Connected to Marc Gold and Associates
- 2004: Piloted a Customized Employment program
- 2011: All Job Path employment programs converted to Customized Employment
- 2012: Consortium launched with 10 member agencies

Consortium for Customized Employment

The Power of Collaboration

- Establish a community of practice to empower and support agencies in Customized Employment
- Present a cohesive, pragmatic message, strategy and methodology to employers

Benefits of Collaboration

- Semiannual training in Customized Employment
- Monthly workshops to further inform our practice
 - Reduce competition
 - Learn from each other - what works and doesn't work
 - Share challenges and strategic solutions
 - Nourish creative thought and cross-agency peer communication
- Offer NYC employers a larger candidate pool to meet their needs.
 - Expand our business network
 - Capitalize on agency relationships to ensure perfect match
 - More jobs! Better outcomes!

Member Agency Perspective: Goodwill/NYNJ

- Why Goodwill joined as an original member...
- How Goodwill partners/how it works
 - roundtables, collaborative JD, business sharing, communication
- Engagement/communication among all levels of member agencies' staff
- Goodwill staff turnover (the post covid agency world), semi annual CE trainings augment GW trainings
- Consistent and improved retention #s using CE
- CCE Network as a resource



Consortium by the Numbers

- 14 Member Agencies
- 70 Employer Partners
- 230+ participants hired
- Over 75% 12 month retention rate
- 120 monthly workshops, master classes, appearances by industry leaders

Consortium Partner Agencies



Success Stories : The Win-Win



JORDAN COOPER LLC



COLUMBIA

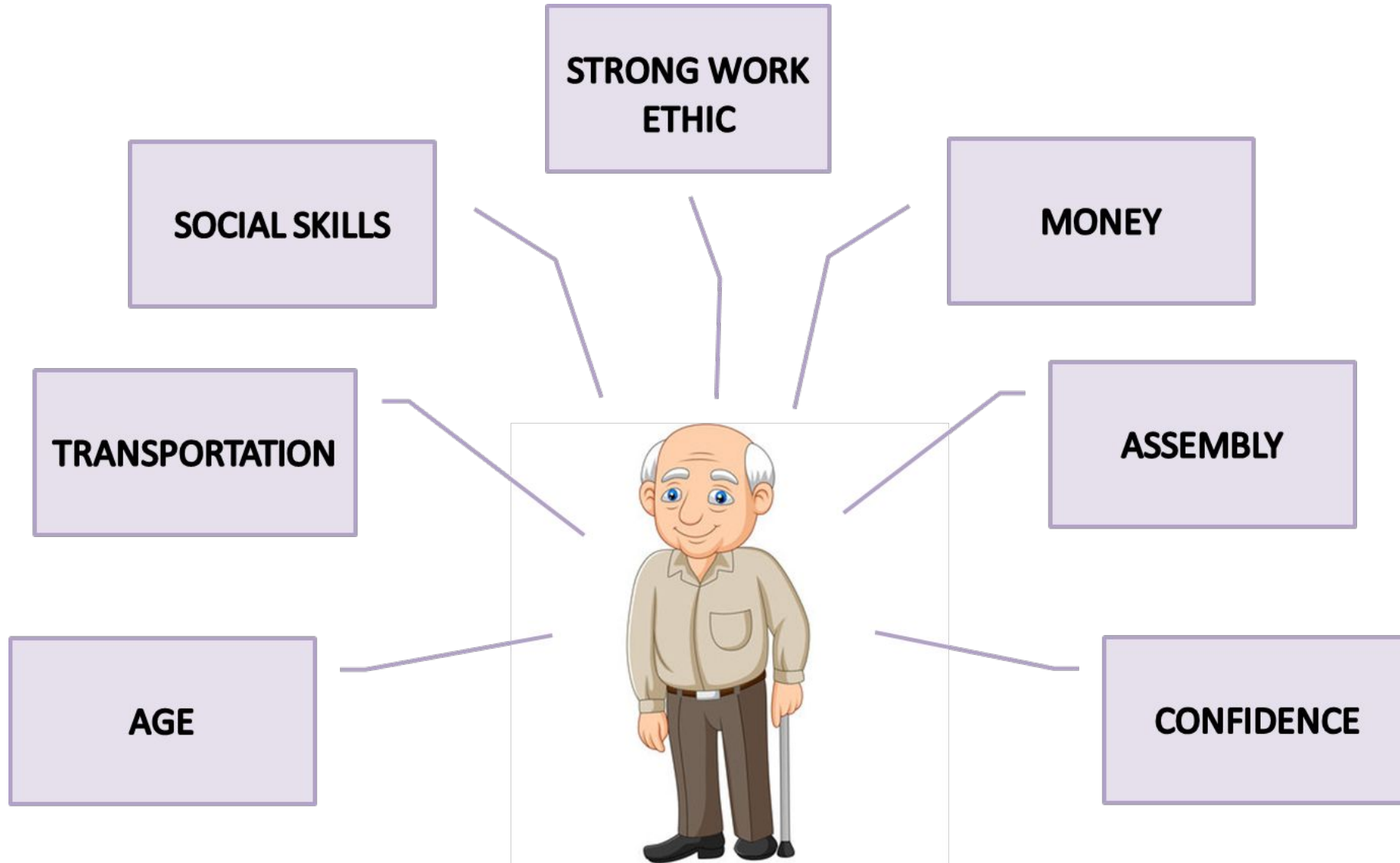
COLUMBIA UNIVERSITY
IRVING MEDICAL CENTER



UNIVERSITY of
ROCHESTER



Success Story - Discovering Mr. K

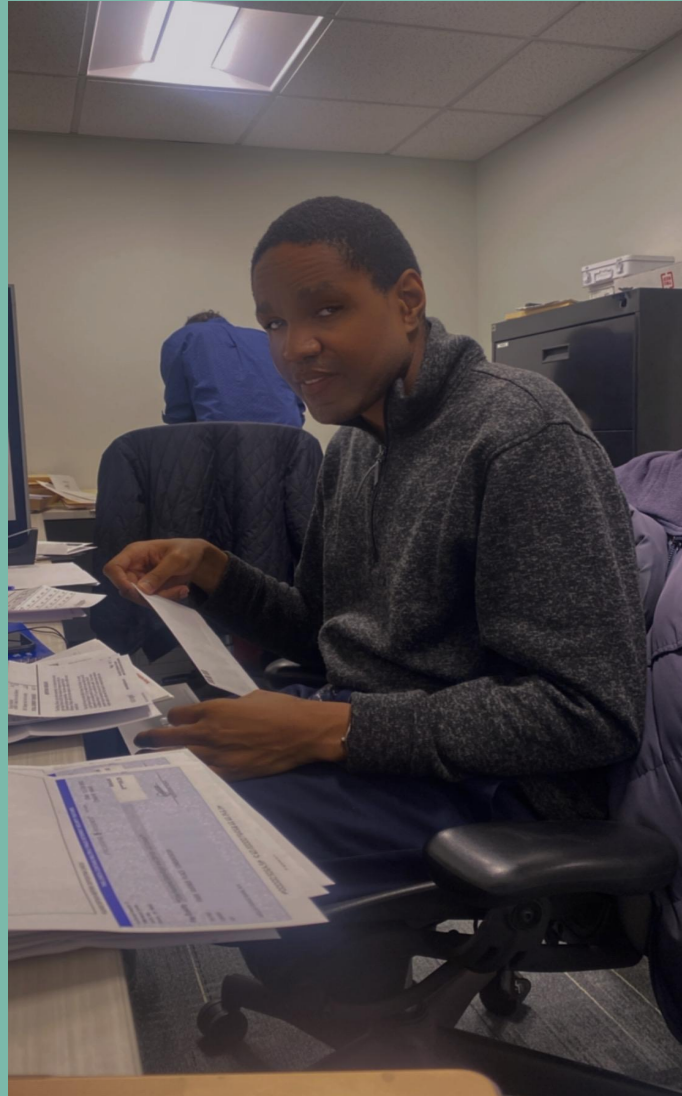


Mr. K at Work

Benjamin at Jordan Cooper

Collaborators:

- Benjamin's current job coach @GW
- Benjamin's previous coaches @GW
- Benjamin's circle of support
- GW managers
- CCE
- Employer



Collaborations:

- Developing role
- Selecting candidate
- Preparing to start work
- Initial onsite support
- Growing Benjamin's job
- Ongoing support



“Teamwork is the
secret that makes
common people
achieve uncommon
things “
Ifreanya Enoch
Onuoha

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