ID209801 – CE Webinar Orientation

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SEAN: I am Sean O'Brien and I work with the Workforce Innovation Technical Assistance Center ‑‑ under San Diego State University, and I appreciate you tuning in. We're going to spend the next 45 minutes or so getting you oriented to customized employment. I want to he can of a size this is a basic overview. It's not training per se to know how to do customized employment but a basic orientation and what it is as defined by the essential elements which we will talk about here in a second. I also want to acknowledge assistance from Abby Cooper. They provide quite a bit of training on a great deal of depth and I give... with Abby's permission some information in the slides. If you're listening Abby thank you very much.

 Okay. This presentation is really just intended to gain a common understanding of what customized employment is when customized employment was named as a critical opponent within mandatory service it was defined in a specific way but not process of what delivery looked like. I'm going to start with a basic over overview in the law what is donate law of WIOA and then we will move into describing more what customized employment looks like. So in WIOA there is the following indications of what customized employment is in a brief bulleted way based on an individualized determination of the unique skills strengths and needs of the individual with a significant disability. It's designed to meet the specific abilities of the individual with a significant disability, and meet the needs of the business or the employers perspective. I will talk about those components. Customized employment and I do abbreviate it as CE is a flexible process designed to personalize the employment relationship between a job candidate and an employer in a way that meets the needs for both and that's a real critical component. We will get into that in more detail here in a bit.

 It is based on an individualized between strengths conditions and interests of a job candidate, and the identified business needs of an employer. The customized employment approach is reserved for those are the most significant disabilities and complexities although in the law it just says designed for folks with significant disabilities. WIOA law does not describe the customized employment process which is what we are going to provide an overview on today. In 2017 really significant event happened to assist in creating a common understanding of customized employment and that was done by creating the document entitled the essential elements of customized employment for universal application and really that document was establish today identify the key or essential elements of customized employment in a universal consistent manner across the country. Which is now in place and being utilized by the national training providers as part of the platform.

 This document is available on the win technical website along with other customized employment sources and I've placed the name of website in your presentation ‑‑ in this presentation, for reference it is as you see in the presentation.

 Probably the best way to do that instead of writing it down is go to our WINTEC website and you will see resources that have been established specifically for customized employment and it's included in it these resources. We will be following the guidance of the essential elements of customized employment as really our primary reference during this orientation and again it has been adopted by significant amount of training expertise and resources specifically Marc Gold associates, for example, and... and associates and utilizing this as their platform for the training. So this is a very high level description of what the essential elements of customized employment are. These are critical elements that are again defined further in the essential elements document I just talked about. But they were in summary basically the stand out elements are negotiation of job duties, individualization, and negotiated aspect of the job, and customized employment occurs in businesses in the community, or in businesses owned by the individual.

 Again that's a very high‑level summary and there's more details of those in the essential elements document I just referred to. Other aspects of the essential elements that are summary, high level customized employment facilitates mutual beneficial voluntary relationships where employer and consumers win and helps establish a working relationship. Job development agents are used as necessary to represent the employment seeker. It is a qualitative no field process that presents ‑‑ I'm sorry, that presumes that all individuals can work. That's a super important assumption with customized employment that I want to emphasize and that is that all individuals who want to work are capable of working. We just have to find the mechanism that get there.

 And lastly customized employment self employment or wage employment is chosen by the individual. By the individual consumer. So what are the components the major components of the customized employment service delivery process?

 A lot of you have probably heard and are hopefully practicing the person centered concept of service delivery that's a great platform or model for which customized employment is part of. I know there's other examples of person centered planning but customized employment is essentially a person centered planning process and that's what gives visual slide depicts. What the job seeker in the middle and the 4 major components of CE which are discovery, documenting discovery that leads into customized employment employment planning. The actual planning meeting and negotiating the job. Those are all critical components of customized employment which is a person centered delivery process.

 So whether we ‑‑ talking about customized employment other than it's in the law and, of course, rehab you're told you have to deliver customized employment. Compliance aspect is an important part to consider but for me and I've been working in this arena with customized employment for a long time. I really like to think more about the value. How is customized employment helpful, and how does it really assist individuals who may be viewed as unemployable, and really help unveil and provide strategies and service delivery assistance that really gets to how they can contribute to the job, and function in an employment setting specifically a competitive integrated employment setting. It really occurs through an intensive what's referred to as a discovery process. That really helps an individual unveil their own talents and capacities and contributions and really importantly the conditions for successful employment. As is really utilized to facilitate the customized employment outcome which is placed into a competitive integrated employment position.

 Customized employment process begins with a discovery process. 30 hours or more is common, sometimes longer. Especially if you're longer it. Usually it takes longer. So that's pretty intense and that's even before you're talking about what the job may look like or you're identifying any kind of employment site.

 Customized employment requires an individualized job development that closely follows what has been learned in discovery. Again prior to any job or meeting with an employer, and this is a distinction between supported employment and customized employment and we will get into that later. Prior to representing the job seeker you have learned how that person is through intensive discovery. Job development is individualized. Ed you represent one job seeker at a time and the job seeker determines how they will be represented to the employer.

 Customized employment focuses at the beginning of the employment process through the very intensive discovery process. It seeks to customize the relationship for mutual value exchange. We will more about that. Customized job is built based on what is found in the discovery process. Supported employment focuses on the services needed to sustain successful employment after job placement. It's typically more labor market driven and I'm kind of going through the bullet points on this slide to help show some of the distinctions between supported employment, and customized employment. I also though want to add that if you're providing really excellent supported employment services. There is moreover lap, to customized although not completely overlap. There certainly is moreover lap that occurs. From many if your providing quality supported employment services you are spending more time with that consumer up front before you put them on the work side to try it make sure it's successful work side. And that is certainly the more you do that the moreover lap you get into discovery process. I recognize there's overlap but also differences.

 So what's the common ground. Both are intended to result in competitive integrated employment. The work occurs or should be occurring in terms of the job site and the integrated individual work situation. In the community. And employment results in pay at the prevailing wage. In other words, it has to be competitive. Employment outcomes may include creating a job through self employment. Both utilize job carving re‑structuring. Modification and both may involve providing supportive employment services. There is some common ground. Also some differences.

 4 pathways related to supported employment and customized employment are the following. Some job seekers don't need either supported employment or customized employment they can navigate through some assistance to gain competitive integrated employment without service strategies. Some will need supported employment to object taken and retain a job and I want to pause and make a point here. It's important if you are providing really strong or high quality supported employment services your need for the more intensive customized employment services is less. So there's interrelationship between those 2 that's really important to recognize. Number 3 some job seekers need customized employment to obtain a job but do not need supported employment to retain the job. If you do a really good placement and you're following a discovery process to understand the conditions needed to put that person on the job and you've built that into your job plan and negotiations, you lessen the likelihood for supported employment type retention services.

 And number 4 some job seekers ... if do you your best and you deliver high quality customized employment even if you've taken into account all the items in discovery and negotiated the job to meet those areas identified in the discovery, you still may need a transitional time to fade out with some supported employment services. Although typically that is ‑‑ sometimes it doesn't exist at all. As long as the discovery and the full customized employment process is done well.

 So what are the steps to customized employment? I'm not going to read through each one but there are basically 11 steps detailed in the essential elements or described more there in the document I referred to. An and I would encourage everybody to go into that document and look at it but here is the 11 steps from recruitment to accommodations and supports as needed that are part of the customized employment process.

 So what is a kind of general discovery like the core of customized employment. What does it really do? It find a direction to facilitate customized employment and allows us to gain insider knowledge of something previously unseen or unknown. To make it real, to make it known and to make it relevant to work. And maybe this is one of the most important aspects. We do see a lot of people say oh that person is unemployable. This really requires letting go of assumption and labels and not holding them at bay. In other words, if you see an individual or working with an individual they're like I'm not sure that person is employable this process says no, wait, put that on the table.

 Ignore it for a while. Deliberately let's jump newspaper the discovery process and as long as that individual really wants to get in the competitive integrated employment and that is a condition ‑‑ they need to have that desire and they want to have that motivation on their side. As long as they have that the assumption is they can do it. And this process will get you there and that's the only assumption that we really ask people to take on and not labelling or not they can't do it.

 These are the basic steps for discovery. If you are ... pretty typical. Intake, scheduling home visits is a little unusual. That is part of the discovery process. The home visit itself which is an intensive window to understand elements of discovery which are work‑related employment related about the individual. Benefits discussion and expectations is an important. Observation of activities. This customized employment process is a lot about observation. I call is sort of ecological based putting pieces together based on the person's environmental and what you see in the consumer individually and their interactions with their environment. That's the observation oriented. Participation and family ‑‑ I'm sorry, participation and familiar activities as well as a novel or new activities are important for the discovery. And there is some... that occurs and it's a broader set of interview us that include the individual as well as family and other members that engage with that person in their life.

 The discovery process again emphasizes the individual needs, and interests, and it's a qualitative process as opposed to a testing or quantitative process T STOOIFS to view the employment seeker descriptively rather than evaluate it. And in particular aspects of their lives it should include interviewing the employment seeker. The family supports and friends as I mentioned earlier and it is optimistically focussed. The employment seeker says they want to go to work on the optimistic focus is you can help them get there through the discovery and customized employment process.

 The process is intensive in time. I mentioned earlier 30 hours minimum. Especially when your starting and you can go beyond that especially to orient. To it's critical to allow sufficient time for the discovery process to complete. The deep ‑‑ the result of discovery are documented in a very comprehensive narrative document. We will talk about that. The discovery document should identify the individual and they are living situation including family, friends, current life status, and really a description of a description of the individual's life experiences. Which again is all documented within the discovery report which is called in the last bullet. A profile. In some case it's under discovery and personal genius. Referenced later. It's basically it's the report. It identifies all the areas within the discovery process that need to be unveiled.

 The discovery report is really written in language inviting the read providing the reader with a visual picture T captures the relevant aspects of the job seekers life including the complexity of the disability and solutions sometimes also called conditions. What needs to be addressed for that person to be subbing Settlement Agreement successfully go to work and stay at work. It captures the array ... collects the job seekers conditions interests and potential contributions and translates possible tasks and pacing and learning style super a strategies to the work environment and the task the job seeker wants to do for pay and we will explore that.

 Skills and tasks it's really important to understand the distinction and understand that the discovery process focuses much more on the task rather than the skills. Skills are what an employer looks at when he or she hires you. They are often listed in a job description as requirements. But tasks are what he or she pays for to get the job done. When we start focussing on tasks rather than formal job titles or descriptions which are skill oriented we see possibilities.

 And emphasize the definition for tasks they are really the steps of a performance based activity on the job. If I can describe how the work needs to be done in a series of concrete tasks I can bet align the functional abilities a person ‑‑ the functional abilities of a person that we discover through the discovery process. So both the employer and the consumer are successful. And again it has to be a win‑win situation for both if you can identify what tasks the person can do you can really expand and create more possibilities of what a person can do. So you're not limited to looking at an individual and not seeing the potential employment contributions.

 You start to see how they will bring value to the employer. You're going to it start to see how the tasks with address an employer's need. Of we will talk about that later and it can set a very important direction for what employers ‑‑ how and when an employer should be approached. Discovery provides the foundation for the planning. The job development planning process. It takes information for job seekers entire life, and translates that information into tasks a person can do for pay. Environments that will be highlight when they are ‑‑ at their best what those environmental look like specifically and conditions needed to be successful on the job. This information obtains ‑‑ leads to a ‑‑ the information obtained leads to a customized job. Discovery results in pulling together a puzzle in the visual ‑‑ on this slide it's really depicting sort of the tapestry or the puzzle l coming together. In very complex individual items that lead to a completion of this puzzle.

 It looks at when a person is at their best. It looks at daily routines. Friends, family, community. Familiar activities. Conditions supported needed for tasks and what will be needed to ‑‑ what specifically is going to be needed for negotiations.

 So when you want to use discovery we get a lot of questions about you know, who you target discovery for. I guess I will just add that originally when customized employment was used and the name was used and formalized back in the 70's, it typically was focussed on individuals with developmental disabilities, and cognitive impairments, that ‑‑ it was really used to help individuals and institutional settings who were challenged by those disabilities to get out of those kind of sheltered workshops and institutional settings and into the community, and to work. So that was the original intent on how customized employment started and how it evolved.

 But really ‑‑ and it's still today is used and targeted for that population in many states but it's also really for those who really just start to look at coming in your door, on your case‑load who may be shaky on the belief they can obtain employment or maybe those folks around them wonder if they can go to work. It is really designed to dig deeper into that person's life. We don't really know what a person can do competitively so it takes a look at some of those elements. What would it take for that person to be competitive on the job often traditional assessments focus on what it person can't do as opposed to what they can so community based assessments are common exception. We really look at the person more functionally. We know through the years paper and pencil testing especially for folks with disabilities doesn't work very well. So this is kind of a nice alternative to that. And definitely very functional oriented and oftentimes this provides a useful direction. It's really not about what the person can't do, or issues around what direction they need to take. It really gives you that direction. That provides a structure and format to do that.

 So you paint a picture through the Discovery are I process who the person is. Tasks that can be done for piano. Contributions to offer the employer. We talked about tasks, and you have identified specific tasks that can be done and what those conditions are. Of in order to provide those tasks with success, and elements that need to be negotiated with the employer. Oftentimes most of l the time I find a group of consumers that really isn't a labor market job that's out there for them these already been created so this allows you to take a step back and negotiate with an employer and say well you know. We know you don't have a job for this but here is what we see. You have some needs for. I think we have something that may be able to assist in those needs. Can we negotiate a job to get that job.

 Discovery must inform job development. It doesn't do any good to create it a discovery document that doesn't lead to employment and effectively job development so the informity of the job development report regarding job development specifically is really the key. So and we will talk about the reports later but if you look ‑‑ if you haven't seen a discovery report you will see it get into some details about the structure of the duties. Understanding the type of environment. Learning styles. Communication styles. Items that are critical to help inform how you should proceed.

 The discovery reports ‑‑ I'm listing 2 here because we know that Marc Gold and associates as well as... and associates have totally bought into the essential elements document as a platform for their training for customized employment, and their forms for the discovery really reflect that. So they're discovery reports by Marc Gold and associates call a profile, and Griffin Hamas and associates called a discovery staging record are really in sync with providing that kind of detail that I've been talking about that's really tied in a the essential elements customized employment. I want to touch on visual resumes. It's a visual resume is a nice opportunity to depict a person in a visual sense and a great marketing tool if it's well done to really show how the person may work through a series of pictures. Where that individual is actually performing a task. It uses a visual and narrative information developed during discovery and the customized planning needed to present the job seeker in the best possible manner. If you have an individual who may not have work for example if a labor market job or competitive job they can perform tasks and you can show them performing a task that might be useful for the job you're thinking about applying for or or in this case customizing you can actually show that permanent performing those tasks in a visual pictoral way and convey that message. And really kind of get a different vision for that person working that may not have otherwise be there.

 It's used with employers to present the job seeker and customized employment and the manner that helps employers understand the process, and is importantly it provides a visual clarity of the person and what they can function in terms of getting tasks done. It's actually very employment oriented.

 Planning meetings. So you've got the discovery done. You have a report that details what you found in the discovery so you have that 30 to 40 hours discovery process done. You then really have a planning meeting that makes the connection between who the job seeker is, and where the employment could occur, that comes right out of discovery information. That creates a vision of where the job seeker might be at his or her best in terms of a work setting. It's based on discovery information, and identifies the individual's conditions for employment. Their preferences and contributions and again I can't emphasize enough the importance of clarity around identifying what tasks could be offered, and not job titles. Not a job description.

 Is about employment. It's not about the feasibility of the person can or cannot work. Again back to the earlier comment I made about assumptions. The assumption is through a high quality discovery and customized employment process you will find the feasibility and conditions and what's needed to get the person to work. Not if or ‑‑ it's not a question of if they can work. It's a question of what are the conditions. The meeting belongs to the individual. Typically they are present. They often times have individual support people present. Family members or people that they have identified in the discovery process. That will be supporting them in the long run. Think about those as natural supports. They have professionals around the table that have been involved in the discovery process.

 The individual and the family should really determine the timing of the meeting as well as who should attend. They certainly seek advice from the person that's facilitated discovery process about who should be there typically but they ultimately need to make that decision themselves. And it's often necessary to determine who holds the "trumps" meeting. In other words, if I will give an example ‑‑ if a consumer identifies one condition is they do not want to work more than a short distance from their home because they want to take a bus system, or they have transportation needs and or they just want to stay in their local community. That would be a trump. You would not try to go beyond that as a sort of a condition of their employment job seeking, and you need to know what those really critical conditions are within that meeting.

 What is the outcome of the planning meeting? Hopefully you're translating who the job seeker is that's come out of the discovery information and you're making that translation into what it looks like in terms of employment. What that person needs and conditions and descriptions and tasks that need to be identified or performed by the individual or can be performed by the individual. You're identifying specific employers that may have a need for those tasks. Again you're not looking at an employer that has listed position openings. And looking at the openings you're really being looking at what is the employers' business and how might the tasks that the person offers be of use or valuable for that employer. .

 You're also identifying ideal conditions and we talked a lot about the conditions interests and contribution that is comes you have the discovery report and is trance into the planning meeting on a functional level so you understand what the employment conditions are and you really identify what will need to be negotiated with an employer.

 Sometimes it's as simple as a very flexible schedule because the individual for example cannot work around a lot of people and maybe needs a night shift or a light shift schedule: That would be a very simplistic example, to things like well, we don't have a job specifically that can take advantage of those tasks that you have identified this person can do but we are tolling sit down and maybe write a new job description or create a new job that really takes advantage of that person and what they can offer in had terms of tasks but also really help the employer out.

 A clear employment pathway is something that really comes out of the planning meeting. It really lists the potential tasks. The job seeker can offer an employer. It ‑‑ you also have a very concrete and specific prioritized list of employers that person may want to consider going to for negotiating the a job. That includes domains and connections to the employers and team members with a signed duties to assist with the job development. So typically in the discovery process there's team that sort of identified around the critical elements that put that discovery report together. And often times those members, those team members also may continue on with either a family member or a professional paid person, or whomever that you can understand will be able to assist with the job development beyond just the paid job. Typically there's paid job development. Of course it's involved.

 So negotiating the job. You actually present the proposal to the employer. You being the job developer or the person assigned for that responsibility. You want to make sure you're presenting to the right person. You've got situations where we thought it was the right person and we've come and done the presentation and... the person says oh that was great but I can't make a hiring decision. That's the Joe over here that does thank you work so you have to go and talk to them. You want to make sure you've identified the right person obviously. They can be written or verbal. Sometimes a proposal includes for example a visual resume I talked about earlier.

 Sometimes it's more of a job developer really understanding the tasks and conditions that person can do and they can articulate those and we've even had some cases where it's both the individual consumer and the representative of the job development person that makes that presentation. It really depends on the individual and the circumstances. You want to explain how what your proposing meets the needs of the employer. You want to be able to demonstrate the impact on a work flow. For the employees themselves that are around the person in the work site.

 Explain supports you will provide if needed. Ask the employer for their feedback, you actually share mutual concerns, and you problem solve. This is really about having a good relationship with a potential business, an employer, and being able to talk through these things and not find out after the person is placed that you should have explored some of these areas further. So you're really doing some up front preventive good placement work instead of placing them sort of place and pray, oftentimes can happen.

 So what are the roles and responsibilities. I'm not going to go through each one but the pay or often times it is VOC rehab ‑‑ whoever the pay or is listed the responsibilities or the roles they are typically associated with. This the job seekers roles are listed and then the provider is listed with bulleted points for what they typically involved with.

 So employers and the value exchange. I can't really emphasize enough how customized employment is really just as much about the business and the employer and customizing to their needs as it is in regard to the consumer and making sure they get into a competitive integrated employment site. It's really about both. So from the employer standpoint what's in it for them. How do we help them see possibilities in their business. How do we present the business case. How do we make a useful value exchange. So again it's a win‑win situation. Between the consumer coming in and helping the business be more profitable for example, and this process can be conducted in 3 ways. At least 3 ways. As part of the individualized job development during the tour one period of time. In other words, you really getting to know the business and the employer, it also can be part after informational discovery interview with the employers. Concurrent with individuals job placement or job development. An example of that might be you've gone through the discovery process. You think you have a pretty good understanding of what the tasks and conditions are. The and you actually go and then meet with the business potential businesses that has been identified in the discovery report, and you're doing kind of an exploration discovery if you will, on the business itself. And getting to know that person who runs the business and is hiring ‑‑ understanding the business a little bit better and really starting to see where those connections fit before you actually do the negotiations for the job.

 And then the third option that can be done is part after general activity in the community by Vancouver School Board developers and family members ‑‑ we've had some of our best job placement were customized. We found out about the businesses through a general historical knowledge that's maybe a job developer worked with a business in the past and really has a really understand and understands the business where family members may have individuals that they know that have worked there or they have connections with the actual employer, and certainly other job seekers may have had some established connections with that employer even if it's just been to go in and visit the employer and talk with them and explore that as a potential opportunity to take it further. And start looking at maybe working for that employer.

 Identifying employers unmet needs. Again super important. This is again a win‑win situation between what the business needs are, the employer's needs are, and the individual, the consumer what they can offer. So you're targeting the employee. Your target employees performing job tasks to identify possible area that might need additional support. These are the kind of things that sort of identify and flag unmet needs. Unmet business needs specifically. If you're working with a business and you're starting to see they do a lot of episodic duties, one area to explore further that might be an opportunity to bring a consumer into to assist, tasks performed ‑‑ excuse me tasks better performed by others at a lower pay grade. Situations for example where the job itself can be broken down. Maybe the person doing the job is really at a high level and sort of being bogged down by parts of their job that really could be handed off to somebody else. It doesn't necessarily need a level of high skill or high background in terms of education and so on. So breaking down that job, and looking at what the tasks are and what can be broken out.

 So for example if a good exam I got involved with is we had an individual who wanted to work in a warehouse for a shipping company because his dad did, and he always accompanied his dad and was kind of checking out that business by tagging along with his dad and there was no job that seemed to be the right fit. So what was happening though was the folks doing the long shoring work driving trucking were getting bogged down by needing to move forklifts and otherwise needing to organize and move warehouse and the items within the warehouse so they could get their longshoring done. They could drop their goods off and their containers off and have them unloaded and get out of this for the in he can load. It is really getting bogged down and the longshoremen didn't have the time to really keep the care house organized, in a way that would allow a quick drop off, and delivery and exit for their vehicles so this individual who did have ‑‑ we new they had tasks and interests and had conditions that could be suited to forethat. They had come in and we actually negotiated and broke out carved out I guess those aspects of the longshoreman's positions that really were conducive to what that person could handle and their interests and conditions and task that they were capable of and they did extremely well. Full time competitive employment ended up being I think they got the employee of the year the next year and just took off. For jobs that doesn't even exist procurement I are to the job negotiation. So quick success store for what that could look like. You also want to be looking for tasks needing the productive ‑‑ production assistants. I mentioned back‑ups and bottlenecks which was waives going, you know, with the warehouse. It could be materials/tool supply issues or in the interruptions or wasted inefficient kind of challenge that is are going on with that business that's really bogging them down.

 Other areas that sort of help identify needs or opportunities for helping that business with an unmet need. Unattended materials and documents, waste, scrap materials consistent errors. Misplaced materials and goods. Dusty broken dirty goods and materials and missed opportunities and if you really well trained in doing business or employment analysis that business you actually need to walk in and have these kind of things in mind for helping identify.

 Focus on customers who use the business. So other aspects that are flagged for potential unmet needs that your consumer might help with or customers waiting. Customers confused. Customers needing specific information. Customers angry with complaints. Customers needing assistance and unsaved or unsightly conditions.

 Again these are all indicators of potential unmet needs and areas that you might be able to potentially help with in terms of meeting unmet business needs.

 So work environment. Within the discovery process not only with the consumer but with the business you need to really understand how people communicate. Pacing of the environment. Noise level. Level of supervisor. Style of supervisor. Do people appear to be helping each other. These are subtle things. Is it a business where you can really see staff within that business naturally assisting each other. Opening doors. Going out of their way to assist the co‑workers, and areas that "may not be part of their job" an indication of how people are naturally helping each other and even things like the socialization. Taking breaks together, how are they socializing. Those are important in the environment.

 The environmental analysis at the end of the business is super important. So who supports who? The business? The types of supports people receive. Location of supports and information. Who is in charge. Who is listened to. In other words, you can have it a supervisor on paper. But really the person who is in charge may not be listed in the work charge. There may be somebody else who has more influence and how the business operates and you should know that. How is feedback given and received. What standards are people measured by and what are the types of communication and soaks interaction. Knows those things are important in negotiating a person for customized employment and meeting the business needs as well.

 Employer engagement. So it's really important sometimes employers are willing to do some serve analysis. The example I mentioned earlier in the warehouse. That supervisor was willing to say, and admittedly that they had a number of unmet needs, and that some of those unmet needs were creating a business bottleneck issue. So sometimes the self analysis of the workplace by the employer or person that's in a good position to do that that works there is important. Asking the question what are some of the things that really need to get done that are not happening. What are tasks formed by others at a lower pay grade. Again the long shore man trucking example. Tasks needing specific productivity assistance. So are there things with a little more assistance, maybe not assistance or just with a little more assistance could be a pro deduct I have the increase and that varies business to business.

 So before customizing a job is even proposed. Before you're even thinking about going to a business and talking about a negotiating a job. You really have to know, and this comes out of the discovery process, and weaves into the job development plan, how does a person's contributions meet the employer's needs. How are the employers culture meet the job seekers conditions. How does the job seeker meet the employer's conditions. How will the job seeker potentially meet the conditions that the employer has, and how does the job seeker add value to the employer? In terms of the tasks that they can get done. How does it translate to value for the employer? So before a customized job is proposed make sure you understand the impact of the suggested changes. And you really know why it's good for the employer. Again, you need to be conscious of the value exchange.

 So how is it going to save potentially money for the business? How does it improve the work flow or the efficiency. Again back to the longshoring example. By having that person there, and creating a job through a brand E brand new position and taking some that have work off the longshoremen they were keeping the warehouse better organized by the way including ‑‑ he was trained on a forklift and moving heavy objects T wasn't just janitorial. It was about the organization of the warehouse themselves, and how the aisles were organized and moving stuff around and the whole thing ‑‑ how does it improve the if efficiency of the business. Being very conscious of what are the improvements, the business needs that the tasks that the individual can do will improve that? What does it really look like? And that does improve efficiency and saves money and improves the work flow if it's set up correctly. .

 So that really concludes the webinar presentation that I wanted to do. I have a he got my contact information on there. You're welcome to e‑mail me, we do this work together for WINTEC specific to customized employment. We work across the country to assist state agencies implement customized employment. If you're doing so, and you're already on the road. Then congratulations, and fantastic, if you want to check in and have questions about how it's going we're dealing with that. We're also assisting states running customized employment pilots and making sure they are establishing the right pathway and the foundation for the customized employment process. According to the essential elements and assisting a number of states do that, and good success. It's a lot of work. A big commitment and it is to some extent a kind of a systems redesign or systems change kind of a service delivery process. And I can't tell you in enough how your agency partners coming together like ... and your DD agency and education, others who may be in a position to help you with delivery of customized employment and pieces of it, it really takes the entire partnership to make this work, so that's also a very very important part. We can talk more about. So contact information is there. I also want to emphasize this is a very high level overview of what the customized employment process looks like from the essential elements perspective and that document I hope you look at. If you have any other questions, please don't hesitate to contact me. I really look forward to hearing from you, and thank you so much, for participating in the webinar. And listening in

SPEAKER: All right. That sounded good.

SEAN: Wow, 46 minutes. I didn't think I was going to get that close; Joseph you know thousand get a hold of me if you have any more questions. I appreciate your support. We've been thinking about doing this for long time. We are getting to the point some states need a refresher so they can do come of this without having a live presentation and I appreciate that. Thank you.

OTHER SPEAKER: Thank you Sean.

SEAN: Thank you, and all of your wonderful support.

SPEAKER: Bye‑bye. Thank you.