

TACE

Developing a Community of Excellence

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Community of Excellence Concept

Goals for COE

- Increase understanding and replication of effective employment and rehabilitation practices that result in improved employment outcomes;
- Build local capacity to improve and expand customized employment services and supports;
- Serve as a catalyst to systems change and improvement at a state and local level;
- Develop, document, and disseminate new and improved theory, policy, practice and knowledge that revolutionize the state of the science in rehabilitation and employment service delivery in the Southeast and nationwide.

Building 12

Communities of Excellence

Phases of COE

- Model Conception
- Capacity Building
- Implementation of Model
- Evaluation and Refinement
- Replication in the State

State Responsibility

Develop a model for a Community of Excellence incorporating customized employment and possibly other areas into your service system.

Responsibilities include:

- Create a leadership team to conceptualize the model, review the model, and refine the model for state incorporation.
- Create an implementation team of the model for data collection, reporting, and management of the model.
- Implement model using customized employment with an individually determined number of customers.
- Establish a point person for liaison with the TACE Innovation Team.
- Work with the TACE data gathering team for data collection.

TACE will provide

- Leadership Development
- 7 on-site days for training, technical assistance, and mentoring, 5 webinars, and a monthly call.
- Training with the curriculum tailored to the site.
- Support and mentoring of staff/teams through the customized employment process
- A \$10,000 fund (to be used during the first year)

Defining COE Success

Individually prescribed for each site within their plan, options may be

- Customer outcomes achieved
- Community collaboration increased
- Career and job opportunities increased
- Qualitative measures related to job satisfaction, wages, permanence of job (retention)
- Enhanced skills for rehab counselors, CRP's etc.
- Recognized necessary supports and components for success
- Redesigned services
- Qualitative customer services changes

What is Customized Employment?

Customizing the Employment Relationship

- A strategy that provides access to employment for individuals with
- more significant disabilities

Customized Employment

According to US/DOL:

Customized employment means individualizing the employment relationship between employees and employers in ways that meet the needs of both.

It is based on an individualized determination of the strengths, needs, and interests of the person with a disability, and is also designed to meet the specific needs of the employer.

Customized Negotiables from Applicants to Employers

- Essential responsibilities of a job as detailed in job descriptions; and/or
- Non-essential responsibilities or expectations that might include:
 - Time, hours, location, etc for work to be performed
 - Support and supervision strategies
 - Productivity and outcome expectations

Customized Employment

Customized employment is basically an upfront process that focuses on who job seekers are and their specific skills. Negotiation is used to custom-tailor a job description that meets specific employer needs. The process dovetails with supported employment, as necessary, following successful job development.

Customized Process

- Discovery
- Capturing discovery through profiles
- Customized, person-centered planning
- Portfolio/visual resume development
- Job development and negotiation
- Job site analysis, accommodations, support

Features of Customized Employment

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

Features of Customized Employment

- 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

- Applicable to all users of workforce system but particularly useful for job seekers with significant disabilities
- Includes on-going supports and reasonable accommodations, as appropriate
- Starts with the individual as the source of information and direction to labor force

Customization: More than Matching

While good job matching is a necessary component of customization, customized employment involves additional components.

Customized employment involves negotiating the essential responsibilities of the job as well as the employer's expectations on behalf of the applicant.

Categories of Customized Employment

- *Single source jobs* : Job descriptions based on tasks derived from a single traditional job
- *Multiple source jobs*: Job descriptions based on tasks derived from a variety of jobs
- *Created Jobs*: Job descriptions based on heretofore unmet needs of a work setting
- *Contract Jobs*: Carved, negotiated or created job descriptions performed under a contract
- *Micro-enterprises*: Small businesses based on the unmet needs of a local market

Connections to TACE activities

- Regional Advisory Council
- Each State Leadership Council

Innovation Areas

- Required: Customized Employment
- Options for other areas to include
 - Your identified innovations
 - Other areas such as customer service, transition services, customer choice, person directed services, individual or personal budgets, independent advice, community services.

Examples

Next Steps for MS, FL, AL, GA

- Identify your Conceptualizing Team:
- Gather areas of innovation currently developing or needing development
- Set up a call with TACE Innovation Team

TACE Innovation Team

- Jill Houghton
- Joe Skiba
- Marc Gold & Associates
 - Michael Callahan and Norciva Shumpert
- Harold Thornton

THANK YOU!

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Disclaimer

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