

# Planning for Customized Outcomes / Relationship to the IPE

(3rd Webinar in a series of 4 on Customized  
Employment)

**Norciva Shumpert**

*Marc Gold & Associates  
Employment for All*

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# Effective Planning Starts with Discovery

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Discovery provides, in a non-traditional, common-sense form, the information needed to determine *the strengths, needs, and interests* of any person with complex life issues and significant disabilities.

# Discovery is...

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- A process that involves getting to know the Job Seeker, or helping them get to know themselves, before we help them plan;
- Spending time with the Job Seeker, instead of testing or evaluating them, as a means of finding out “who they are”;
- The most effective way to find out the “best the Job Seeker has to offer”;
- An common-sense strategy to determine complexities and preferences.

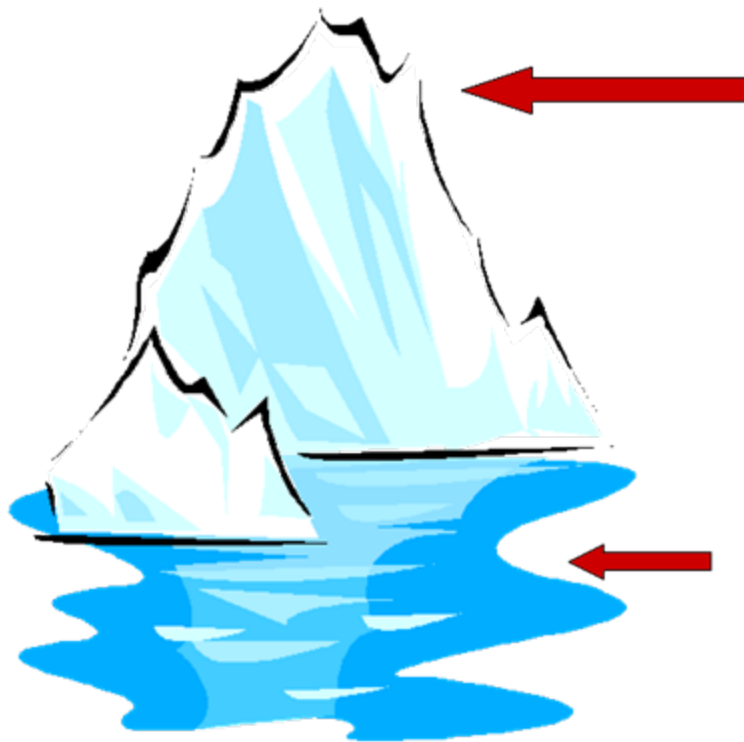
# Discovery is...

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- A way to identify the unique contributions offered by those who might not compete as well as others;
- Enhanced when we get to know people in settings *where they are most who they are*;
- Not a plan, but the foundation of employment planning, that seeks to customize outcomes;
- Compatible with self-determination and customer choice.

# The Iceberg Analogy of Discovery

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What we usually know  
about the people we try  
to assist

We need to know much  
more

# Discovery & Planning

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Discovery reveals “who is this person”; their strengths, needs and interests.

Planning results in targeted tasks within specific businesses that meet the job seeker’s needs, interests, and uses their strengths.

# Disclosure

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- Disclosure about the job seeker is never the “bare facts” of the job seeker’s complexity, such as their disability. It is the impact of their life complexities on their potential employment.
- This information is usually captured in the plan to guide to the environment of the work site.

# Disclosure and Planning

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- Discovery is captured in a profile. It is an intimate document and may need to be revised to be shared with plan participants....  
A shared version and a job developer version
- Agency policies around confidentiality need to be addressed to share the profile.

# When is the Discovery Complete?

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Discussion between the family, job seeker and the profile developer to determine if further clarification of information is necessary before planning.

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# The Profile is shared with all participants of the Customized Plan

It is critical for everyone to see the “best of the job seeker” to effectively plan.

# Like Planning for a Custom Home

This process is something like homebuilders meeting with the architect and builder for the design of a custom home.



# Employment Planning

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*The plan which directs job development efforts*

- Planning occurs in a planning meeting format.
- The planning meeting is held after discovery of the job seeker has occurred to obtain specific information for directing employment and the customized negotiation.

# The Customized Planning Meeting

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- The meeting belongs to the job seeker, meaning they make many of the decisions around how the plan is implemented.
- The Job Seeker and significant people from their life that can contribute to the planning should be invited.
- No more persons paid to attend should be invited than those not paid to attend.

# More Tips

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- It is often necessary to determine who holds “trumps” at the meeting.
- The job seeker and family should determine the timing of the meeting as well as those who should attend.
- Keep the meeting to about 2 hours.

# Facilitating a Customized Plan

The best person to facilitate a plan is the person who spent the time to get to know the job seeker. This allows for more participation by the job seeker and family.



# The Customized Planning Meeting

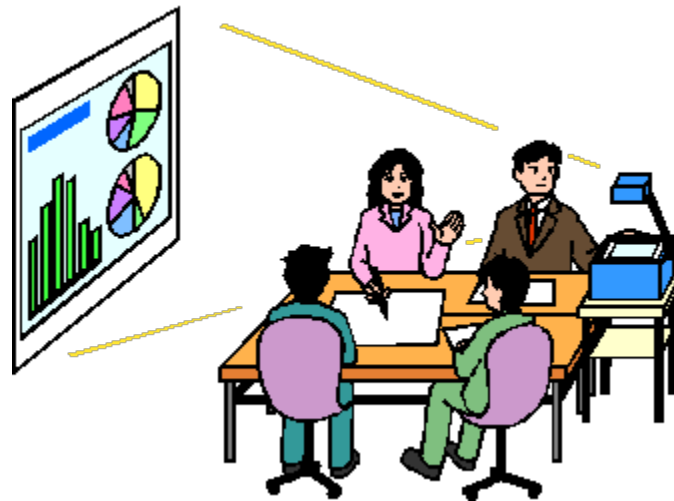
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- The job seeker and family should be able to review and amend any written information in advance of the meeting.
- It is possible to invite too many persons to attend -- 10 – 12 maximum.
- The meeting is about employment, not about feasibility of the job seeker or whether he/she should work.

# The Customized Planning Meeting

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This meeting is best held in a meeting type room rather than in a living room or kitchen unless the group is very small.



# The Customized Planning Meeting Flow

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Introduce everyone and review the goals and guidelines for the meeting:

- Employment is the goal,
- The focus will be on employment possibilities that fit the job seeker,
- Other, non-related, issues will be discussed at another time, and,
- The meeting belongs to the job seeker.
- Built upon the “best of the job seeker”
- Process guides to “where”

# The Customized Planning Meeting Flow

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## Section 1:

To get the meeting started begin with a *What Works/What doesn't Work* activity, charting responses from the group.

This activity serves to break the ice, to welcome input from members and to set the tone that the meeting belongs to the job seeker.

# What Works/What Doesn't

**What Works**

**What Doesn't**

# What Works/What Doesn't

## What Works

- Being outside
- Making his own decisions
- Having clear expectations
- Having something to do
- Any to do with girls

## What Doesn't

- Constant demands
- Sitting in one place for long periods
- Being teased
- Eating anything green

# Characteristics of an Ideal Job

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## Section 2:

Ask the job seeker, with assistance as necessary from family members and educational personnel, to describe characteristics of his/her ideal job. Write on the flip chart the key information that is given. Define the ideal job in terms of the job seeker's:

***Conditions***

***Preferences/Interests***

***Contributions***

# Characteristics of an Ideal Job

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**Conditions** are characteristics of *any* job developed for the job seeker. Conditions refer to issues such as days of work, pay, benefits, location of the job, inside/outside work, time of day, hours per week, etc. While it is possible to have too many conditions, these are extremely important considerations in customizing a job. Target *go/no go* conditions for priority consideration.

# Conditions for Employment

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- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

# Conditions for Employment

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- Working with one supervisor*
- Accessible work place*
- Personal assistance for toileting & eating*
- Work area with minimal customer contact*
- Job tasks with structure and routine*
- at least 3 hours 5 days a week, mornings*
- No weekend or night work*
- Within 3 miles of home*
- Outside, preferably*

# Characteristics of an Ideal Job

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***Preferences/Interests*** are characteristics of an ideal job that gives direction toward a certain area of work interest. These should be stated in the broadest possible manner, allowable by the job seeker. Preferences might include: working around boats, office work or working in a retail setting. Do not confuse work preferences with preferentially-stated conditions. *Avoid* using job titles.

# Preferences & Interest Areas

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- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

***This area will typically be the smallest in terms of number of characteristics listed.***

# Preferences & Interest Areas

---

- Working with plants*
- Working with computers*
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

***This area will typically be the smallest in terms of number of characteristics listed.***

# Characteristics of an Ideal Job

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**Contributions** refer to the job seeker's characteristics that will be offered to employers. These might include:

*Personality characteristics*

*Skills*

*Credentials*

*Experiences*

*Recommendations*

# Contributions: Personality Characteristics

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*(be sure to add descriptive examples)*

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

# Contributions: Personality Characteristics

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*(be sure to add/know descriptive examples)*

- Attentive*
- Passionate about work he enjoys*
- Assertive about his needs*
- Enjoys working with people*
- Determined to succeed*
- Has concern for others*

# ***Contributions: Skills***

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- Plant general care and maintenance***
- Communication skills with customers and co workers***
- Use of garden tools for activities***
- Knowledge of basic garden supplies, such as soils and fertilizers***
- Organization skills***
- Problem solving skills***

# Contributions (cont.)

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## ***Contributions: Credentials***

## ***Contributions: Experiences***

- At home*
- School Green House*

## ***Contributions: Recommendations***

- Mr. Mallette, school principal*
- H. McBride, Green House Teacher*

# Development of a Task List

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## Section 3:

Use this activity to identify the types of job tasks that can be performed by the job seeker and that are felt to be needed in the local area, that meet the ideal characteristics. This list will become the Task List in the job seeker's portfolio. List these tasks on a flip chart.

The task list from the profile is a useful resource in identifying tasks the job seeker wants to do.

# Skills > Tasks

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**Skills** refer to any work-related performance activity that the job seeker can currently perform without support or with support, as described.

**Tasks** refer to any work-related performance activity that the job seeker should reasonably be expected to perform at work, with supports and accommodations as necessary, based on the current skills they now have.

# What are Job Tasks?

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Tasks the job seeker could do that fit their ideal conditions, contributions, areas of interest

- Begin with Area of interests
- Think of tasks in that “area” that match the job seeker’s contributions
- Avoid Job Titles
  - Greeting VS Greeter
- Options for identifying tasks
  - Listing of tasks
  - Identify one contribution or interest and identify the tasks that could be done

# Development of a Task List

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- Types of job tasks that can be performed by the job seeker, that meet the ideal characteristics, and are felt to be needed in the local area.
- Also include tasks that the job seeker is likely to be able to perform.
- Combine similar type tasks.
- Number the tasks.

# Tasks List:

---

*(if possible, customize to various interest areas)*

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

# Tasks List:

---

***(if possible, customize to various interest areas)***

- 1. Water and fertilize plants*
- 2. Pot small to medium sized plants*
- 3. Pull dead material from plants*
- 4. Prune small to medium sized plants*
- 5. Enter data into a data base*
- 6. Deliver materials, supplies and information*
- 7. Sort materials and information*
- 8. Direct customers to location of items*
- 9. \_\_\_\_\_*

# Tasks List:

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*(if possible, customize to various interest areas)*

1. \_\_\_\_\_

# Job Tasks

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- Assisting others
- Providing information to others
- Making Copies from copy machine
- Greeting people
- Matching names, items
- Directing people to areas
- Obtaining answers for difficult questions

# Specific Employer List

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## Section 4:

Identify specific employers in the area who might need those types of job tasks. Be specific, naming businesses in the area. Be sure all of these businesses meet the key information identified in the job seeker's ideal characteristics and task list.

Try to identify from 15 – 25 employers at this meeting.

# Specific Employer List

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## *Employers*

## *Tasks*

## *Contacts*

<input type="checkbox"/>	_____	_____	_____
<input type="checkbox"/>	_____	_____	_____
<input type="checkbox"/>	_____	_____	_____
<input type="checkbox"/>	_____	_____	_____
<input type="checkbox"/>	_____	_____	_____
<input type="checkbox"/>	_____	_____	_____
<input type="checkbox"/>	_____	_____	_____
<input type="checkbox"/>	_____	_____	_____
<input type="checkbox"/>	_____	_____	_____
<input type="checkbox"/>	_____	_____	_____

# Connecting the employer call list to the job seeker

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For each employer on the prioritized call list, identify potential tasks from the job seeker's call list felt to be appropriate for that type of business. Simply place the number(s) of the tasks from the task list developed previously in the meeting.

# Specific Employer List

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<b><i>Employers</i></b>	<b><i>Tasks</i></b>	<b><i>Contacts</i></b>
<input type="checkbox"/> <i>Woolmarket Nursery</i>	1-8	<i>KW</i>
<input type="checkbox"/> <i>Gulf Landscape Supply</i>	1-8	<i>EP</i>
<input type="checkbox"/> <i>Beau Ravage Casino</i>	6,8	<i>MM</i>
<input type="checkbox"/> <i>Wal-Mart</i>	1-8	<i>MM</i>
<input type="checkbox"/> <i>Lowe's</i>	1-8	<i>KW</i>
<input type="checkbox"/> <i>Home Depot</i>	1-8	
<input type="checkbox"/> <i>Venus Farm Supply</i>	1-7	<i>KF</i>
<input type="checkbox"/> <i>Frasier's Nursery</i>	1-6	<i>HM</i>
<input type="checkbox"/> <i>Enchanted Forest Nursery</i>	1-6	<i>KW</i>
<input type="checkbox"/> <i>Gulf Coast Comm. College</i>	6,8	<i>MM</i>

# Contacts

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Contacts are people connected to the job seeker that can offer information for the following type of job development activities:

- Research
- Setting the initial appointment
- Assisting with the initial presentation and negotiations

# Prioritizing the Employer Call List

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Prioritize the list by asking the job seeker and family to identify the employers that are preferences, which ones should be contacted first and the order for subsequent calls.

# Conditions, Contributions, and Interests! Guide Employment

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# Conditions, Interests, Contributions

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# Outcomes of the Meeting:

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- A blue print of the ideal characteristics of employment
  - Conditions,
  - Preferences,
  - Contributions,
- The terms of negotiation,
- A script for job development,

# Outcomes of the Meeting:

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- A prioritized prospecting list of employers,
- Names of connections to the employers,
- Team members with assigned duties to assist with job development.

# Discovery/Plan leads to Customizing!

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- A job is developed in the area of the job seeker's interests. This provides the motivation and desire for the job seeker "to be their best".
- The ideal conditions are matched to the environment of the worksite and to the job tasks.
  - Physical environment
  - Social environment
  - Issues and supports
- The job seeker's contributions lead toward the tasks an Job Developer can offer an employer, thus a tailored job description.

# Employment Plan

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**Applicant:**

**Date of Meeting**

**Persons Attending:**

**Name**

**Relationship to Applicant**

A. Description of "Ideal" Employment Situation(s)

Ideal Working Conditions:

Special Interests For The Area Of Work:

Contributions:

B. Job Development/Prospecting Task List

Types Of Job Tasks

C. SPECIFIC EMPLOYERS

Name of Employer

Address/Location

Contact/Referral

# Introducing Dee

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- Ideal Conditions: always busy, physical work flexible on certain days, 20 – 30 hrs week, \$20 an hour minimum, time off for doctor appointments, drug free environment, money/cash free responsibilities, working with a knowledgeable partner or support when dealing with loans and vulnerable people, transportation provided either by a car or by employee supports,
- Interests: real estate, financial loans,

# Introducing Dee (cont.)

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- Contributions: high home sales, knowledgeable of government and other resources for loans, communication skills with multiple individuals, coordination and follow up efforts to help others reach their goals, teaching skills, previously certified with various housing programs, hard worker, fits in with all groups of people

# Tasks

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# Customize the Job Search: Employment Planning

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- Ideal Job Characteristics
  - Ideal Conditions
  - Contributions
  - Interests Areas
- Task Identification, and
- Identifying Specific Employers/Businesses
- Identifying connections to the employers

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# Distinctions between the Customized Plan Process and the Rehabilitation Plan

# Typical Information

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- Interests
- Contributions
  - Skills
  - Credentials
  - Recommendations
  - Experiences
  - Personality Characteristics

# Additional Information Needed To Guide to Customizing a Job

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- Conditions of Employment
  - Conditions
- Tasks Offered (CE is a negotiation where a proposal is made)
- Specific Employers
  - Tasks the job seeker offers them
  - Possible contact supports from the job seeker

# Rehabilitation Plan

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- Authorize services
- Specificity of Job
- Time frames

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# Information Required

VS

# Information Needed

# Potential Users of the CE Plan

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## Demand Driven Employment

- Targeting potential employers
  - Conditions
  - Interests
  - Contributions
- Using one's connections
- Job Seeker Direction
- Job Opening

## Customized Employment

- Targeting potential employers
  - Conditions
  - Interests
  - Contributions
- Using one's connections
- Job Seeker/Developer direction
- Job Proposal

# Critical Customized Employment Steps

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- Discovery of the Job Seeker
- Development of a Job Seeker Profile
- Customized Employment Plan
- Representational Portfolio
- Job Development

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# Comments & Questions

# Contact Information

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**Norciva Shumpert**

*Marc Gold & Associates- Employment for All*  
4101 Gautier-Vancleave Rd. Ste. 102, Gautier,  
MS 39553 (228) 497-6999

**Email: [norciva@gmail.com](mailto:norciva@gmail.com)**

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***THANK YOU!***

# TACE Center: Region IV

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**Toll-free: (866) 518-7750 [voice/tty]**

**Fax: (404) 541-9002**

**Web: [TACEsoutheast.org](http://TACEsoutheast.org)**

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**Email: [tacesoutheast@law.syr.edu](mailto:tacesoutheast@law.syr.edu)**

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