



Employment First in Utah & Customized Employment “One Person at a Time”

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Agenda

- Utah's Employment First Efforts
 - Strategic Planning (Employment First Taskforce)
 - Capacity Building (Customized Employment)
 - Overview of Customized Employment Principles
 - Customized Employment Project
 - Technical Assistance- Discovery, Informational Interviews, Discovery Staging Records, Digital Portfolios, Job Negotiation
 - Training
 - Collaboration



Employment.....

- Defines WHO we are, WHAT we can become, HOW we will lead a self-determined life
- Employment helps us all reach the American Dream
- Employment provides the resources to meet basic human needs
- Employment is what adults are expected to do!

Have you ever worked with anyone who.....

- Couldn't get along with others?
- Acted Inappropriately?
- Had behavioral outbursts?
- Was chronically late?
- Complained about everything?
- Didn't communicate well?
- Didn't work very fast?
- Got distracted easily?



Have you ever worked with anyone who.....

- Didn't take directions well...or at all?
- Acted impulsively without thinking?
- Had a messy office?
- Wasn't organized?
- Wasn't always professional?
- Was rude?
- Couldn't take criticism?
- Was lazy?
- Wasn't very good at their job-but managed to still keep it?



What does Employment First mean?

- Expecting, encouraging, providing, creating and rewarding integrated employment in the workforce:
- at minimum or competitive wages and benefits
- as the first and preferred outcome for working-age youth and adults with disabilities;
- especially for individuals with complex and significant disabilities, for whom job placement in the past has been limited, or traditionally has not occurred.

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- http://www.dol.gov/odep/ietoolkit/policymakers_video.htm

Employment First Priority (House Bill 240)

- This bill requires the Dept. of Workforce Services, Utah State Office of Rehabilitation, Division of Services for People with Disabilities and Department of Substance Abuse and Mental Health to: “when providing services to a person with a disability, give priority to providing services that assist the person in obtaining and retaining meaningful and gainful employment.

Utah's Employment First Partnership Advisory Council

Agencies work collaboratively in an advisory capacity over implementation of the Employment First Policy and report annually to the legislature about progress of each agency named.

- Rachel Anderson-USOR
- Tricia Jones-Parkin-DSPD
- Susan Loving- USOE-Transition
- Jeremy Christensen- DSAMH
- Kris Fawson-LCPD
- Carol Ruddell- ASPIRE
- Tim Riesen- Utah Supported Employment Training Program
- Kate McConnaughy (Transportation)
- Glen Larson (DOH-Medicaid Waivers)
- Leah Lobato- Business Relations
- Jolene Wyler-Utah Work Incentive Program
- Deborah Bowman-Family to Family
- Claire Mantonya- Utah Developmental Disabilities Council
- Ken Naegle- UACS
- Deb Pearson- ISCA/SCE
- Lynn Purdin-DWS

Unified State Plan- Employment First Advisory Council

- Our Shared Mission: “To ensure state government services currently offered by the partners emphasize and support competitive, integrated, and community based employment for persons with disabilities.
- Our Shared Vision: “Every Utahan maximizes his or her career potential and Utah’s employer’s have access to the skilled workforce needed to be successful

DSPD Strategic Plan- Strategic Issue Statements

Strategic issue statements—are fundamental policy questions or critical challenges affecting the Employment First mission, values, mandates, product or service level mix, clients and stakeholders of any kind, costs, financing, structure, processes, or management. The four *Employment First* strategic issues are:

- ***Stakeholder Education***
- ***Financing and Contracting Methods***
- ***Services and Service Innovation***
- ***Performance Measurement***



Capacity Building- Customized Employment (CE)

- CE is One-Person-At-A-Time
- CE is based on an Interest-Based Negotiation between the Job Seeker and the Employer
- CE is Person-Centered
- CE seeks the Best Possible Employment Conditions
- CE includes Self Employment



Customized Employment

- CE is not Group-Based
- CE is not Market-Driven
- CE is not looking for that Dream Job
- CE is not Vocational Evaluation & Testing
- CE is not Interest-Inventories
- CE is not Competitive Employment



Customized Employment

- CE is designed for Individuals with High or Complex Support Needs
- CE seeks to counteract the challenges of the Competitive Labor Market
- CE relies on Natural relationships, supports, and training
- CE works best when we live into the Answers



Customized Employment

- Discovering Personal Genius:
- A planful approach that reveals life themes- “Vocational Themes”
- That presents a path of Discovery;
- That begs Investigation;
- That creates Options;
- That breeds Innovation in job development



Customized Employment

- Employment Innovations Include:
- Negotiated Jobs
- Job Creation
- Job Carving
- Resource Ownership
- Self Employment
- Business within a Business



Customized Employment

- CE Job Development **avoids** Market-Driven Approaches including Competitive Employment, Job Search, Readiness Training, Employer Initiatives
- CE relies on Informational Interviews, Paid Job Tryouts, Going Where the Career Makes Sense, Active Employment Councils/Community Action Teams....



Customized Employment

- CE uses Portfolios, Video Resumes, Referrals from Respected-Others, Picture Books
- CE emphasizes the Contributions, Skills & Interests of the Job Seeker in relation to the Employer's needs



Customized Employment

- **Remember, the task is not to find the Dream Job, but rather to find the best possible conditions for employment.**

The Project

- **Employment First Demonstration Project**
- Training-Customized Employment Certificate for 80 Employment Specialists along Wasatch Front
- Technical Assistance for:
 - 5 Provider agencies (RISE, Covenant Employment Services, UWORK, LLC, Cache Employment & Training Center, Reliant Services)
 - Post-High School- Alpine School District, Cache County District
 - Utah State Developmental Center Staff
 - Community Action Team Development, Support and Maintenance- commitment from Utah Developmental Disabilities Council

WHY?



Customized Employment Training



Customized Employment Training



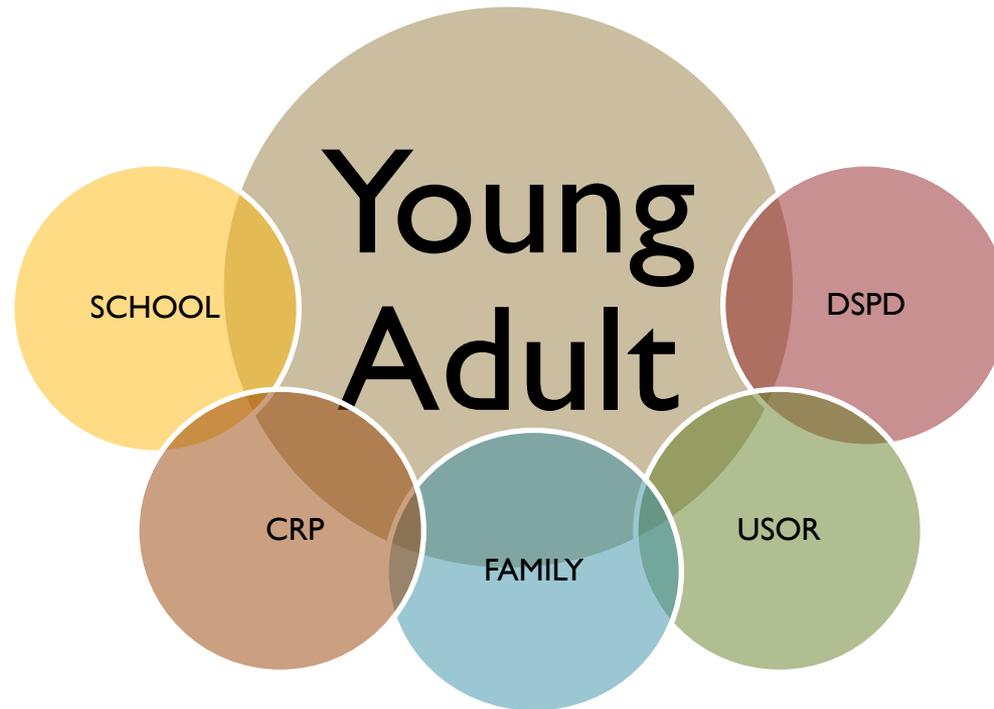
Discovery and Customized Employment



Discovery and Customized Employment



Collaboration





What Do We Know and What Are We Learning?

- Elements of Discovery and Customized Employment are happening already within post high experiences
- Success happens when all facets of support come together simultaneously instead of sequentially.
- Changing expectations of PAID employment is key
- Collaboration among support systems MUST happen early
- Schools and Adult Service agencies must align policies and procedures to support successful employment outcomes

Resources

- www.griffinhammis.com
- <http://www.dol.gov/odep/topics/CustomizedEmployment.htm>
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