

# Customized Employment

*Customized Employment is a flexible process designed to personalize the employment relationship between a job candidate and an employer in a way that meets the needs of both. It is based on an individualized match between the strengths, conditions, and interests of a job candidate and the identified business needs of an employer. Customized Employment utilizes an individualized approach to employment planning and job development -- one person at a time...one employer at a time. -- ODEP*

“Employment First”: A critical priority for the **U.S. Department of Labor**, Office of Disability Employment Policy (ODEP), is to invest in systems change efforts that result in increased community-based, integrated employment opportunities for individuals with significant disabilities.

This priority reflects growing support for a national movement called **Employment First**, a framework for systems change that is centered on the premise that **all citizens, including individuals with significant disabilities, are capable of full participation in integrated employment and community life.**

## UNTAPPED WORKFORCE

- Employers are struggling with how to stay competitive
- Current employment trends are looking at part time work, job sharing, and contract work
- ⅔ of our job seekers are interested in less than full-time work

# Meeting your unmet needs today.

Center for Sensory and Complex Disabilities  
at  
The College of New Jersey



Danielle Schwartz  
Program Coordinator  
[Danielle.Schwartz@tcnj.edu](mailto:Danielle.Schwartz@tcnj.edu)  
609-771-2575



# Customized Employment

## Some of the benefits:

- Address unmet needs
- Reduce turnover rates
- Access to ongoing support
- Decrease training costs
- Increase productivity due to innovative job restructuring
- Improve morale and team engagement
- Engage in staff development around disability awareness
- Hire well-matched employees



# Training and/or Hiring People with Disabilities

## Understanding Employer Needs

- We collaborate with you to evaluate business needs and create workplace solutions.
- We tour your business and spend time observing the workflow. We focus on the tasks that need to be done. Tasks show us:
  - Where unmet needs exist
  - How work flows
  - Potential options to increase productivity
- We pay close attention to your work culture, training procedures and how you want work to be done.
- We provide you with a **NEEDS ASSESSMENT** by targeting:
  - Tasks that could be done more efficiently
  - Tasks that are not completed
  - Tasks that are not done at all
  - Tasks that the workforce avoids
  - Tasks that are needed to increase the workflow and productivity
- We present you with a plan to meet your needs.

## Agreement

- The needs assessment lays the foundation for a customized job description, if a need is identified.
- We will help you create an individualized job description that is tailored to meet your needs and the job seeker's contributions.
- We know our job seekers really well so if we have a match, we will arrange a time for you both to meet. If we do not have a match, we will let you know that, too.

## Ongoing Support

- We will assist with orientation and training to support successful integration.
- We provide ongoing support to make sure your needs are being met, address concerns, and maintain employer satisfaction.

# We can help you improve...

Opportunities for Improvement	Our Solutions
High Turnover Rate & Job Retention	<ul style="list-style-type: none"> <li>• Job matching</li> <li>• On-the-job training</li> </ul>
Recruitment	<ul style="list-style-type: none"> <li>• We will identify a job candidate who can fulfill the specific needs of the job description. We <b>ONLY</b> match if we have a job seeker that is a good match for you!</li> </ul>
High Training Costs	<ul style="list-style-type: none"> <li>• Decreased Training Costs:           <ul style="list-style-type: none"> <li>◦ Our Support Specialists know specific techniques and strategies to support the job seeker to be successful</li> <li>◦ Our Support Specialist will collaborate with the Job Coach who will do on-the-job training</li> </ul> </li> </ul>
Productivity	<ul style="list-style-type: none"> <li>• The Needs Analysis will help identify parts of the workflow that could be more efficient</li> <li>• Customized employment will bundle job tasks in order to address unmet needs and/or hindrances to workflow</li> </ul>
Employee Morale	<ul style="list-style-type: none"> <li>• Inclusive work environment appeals to the millennials and others in the workforce who value working in diverse and inclusionary environments</li> </ul>
Public Relations and Community Engagement	<ul style="list-style-type: none"> <li>• Enhanced business image</li> <li>• Diverse workforce</li> </ul>
Professional Development	<ul style="list-style-type: none"> <li>• Staff development on Disability Sensitivity Training</li> </ul>