

CUSTOMIZED EMPLOYMENT

Time to Pick the Fruit- It's Ripe



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15 MINUTE GOALS

- Review national political climate on segregated work
- Define Employment First (EF) & Customized Employment (CE)
- Nevada Collaborators: An exemplary partnership
- CE Philosophy, Practices, and Descendants
- Who can a CE Project serve? What outcomes?
- RSA match: \$500K turns into \$2.5M and an absurd ROI

NATIONAL CLIMATE ON SEGREGATED WORK

- U.S. Dept. of Justice Pressure
- U.S. Dept of Labor 14(c) waiver
- Sheltered workshops closing front doors
- Olmstead Decision violated (S.C. 1999)
- Data on SW vs. SE

Sheltered Work (SW)-Segregated and <\$7.25/hour

vs.

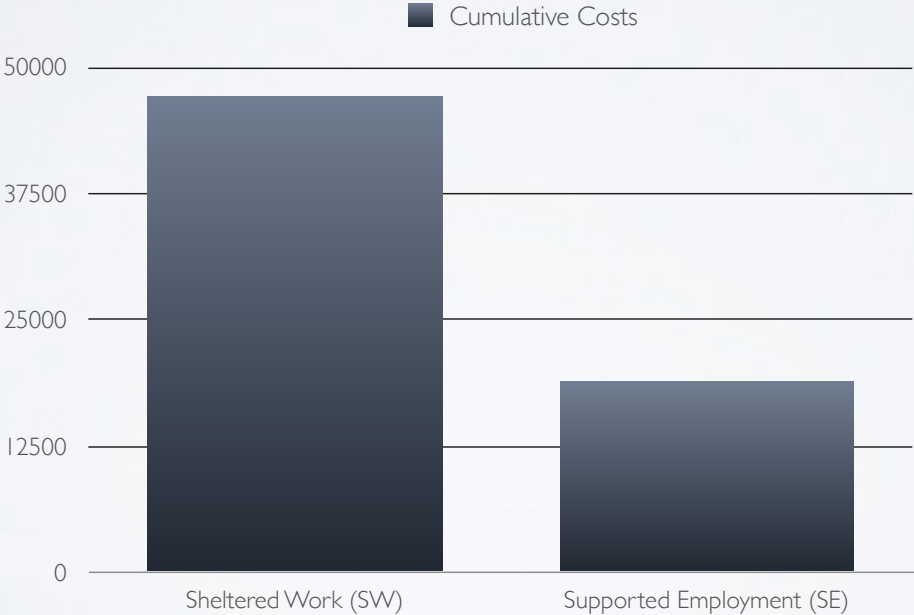
Supported Employment (SE)-Integrated and >\$7.25/hour

- 9,808 Supported Employees with Intellectual Disabilities
- Individuals in both SW and SE at same time
- Cumulative costs? Cost per hour worked/dollar earned?
- What is the Return on Investment (ROI)?

Source: Cimera, R. (2010, 2011)

Sheltered Work (SW) vs. Supported Employment (SE)

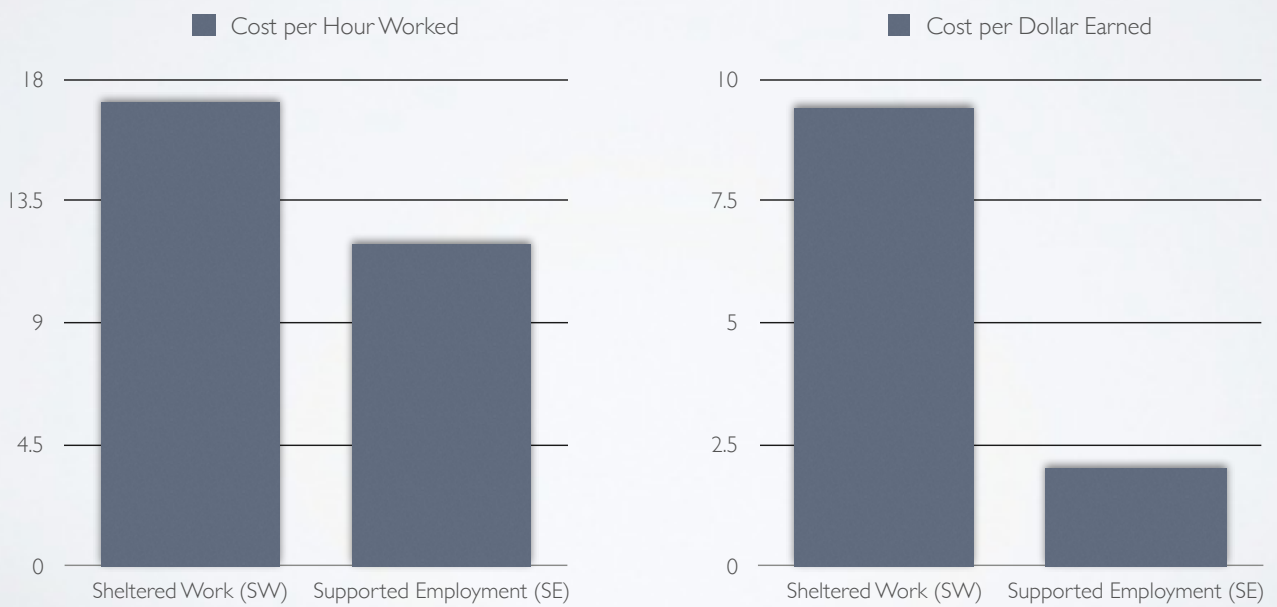
Costs-I



SE costs 40% of SW

Sheltered Work (SW) vs. Supported Employment (SE)

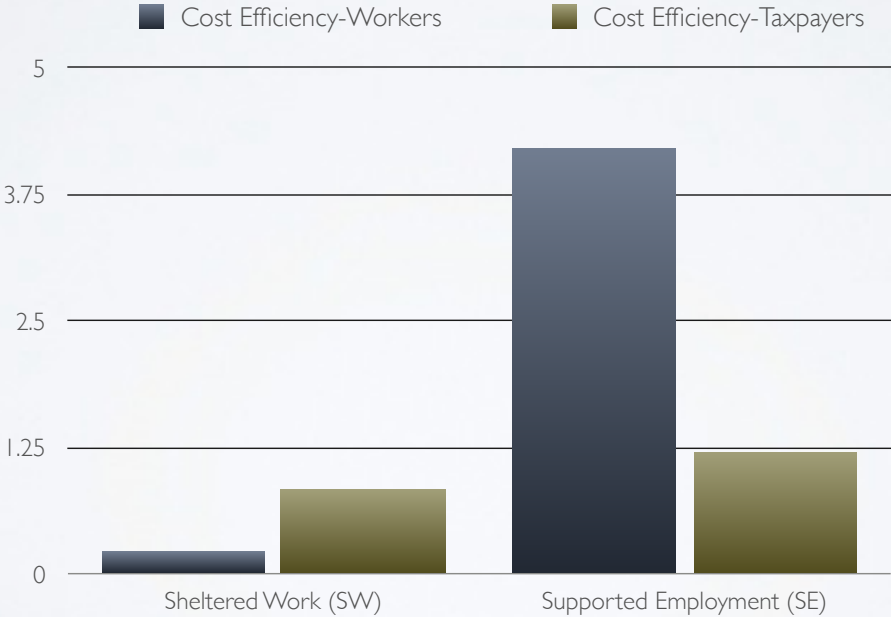
Costs-II



SW costs more than SE per hour worked and dollar earned

Sheltered Work (SW) vs. Supported Employment (SE)

Return on Investment (ROI)



Regardless of disability or severity, SE has a better ROI than SW

NEVADA COLLABORATORS

- NV Bureau of Vocational Rehabilitation (BVR)
- NV Aging & Disability Services Division (ADSD)-
Sierra Regional Center (SRC)
- Nevada Center for Excellence in Disabilities (NCED)

CUSTOMIZED EMPLOYMENT DEFINED

- 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 DEFINED- THE BOTTOM LINE

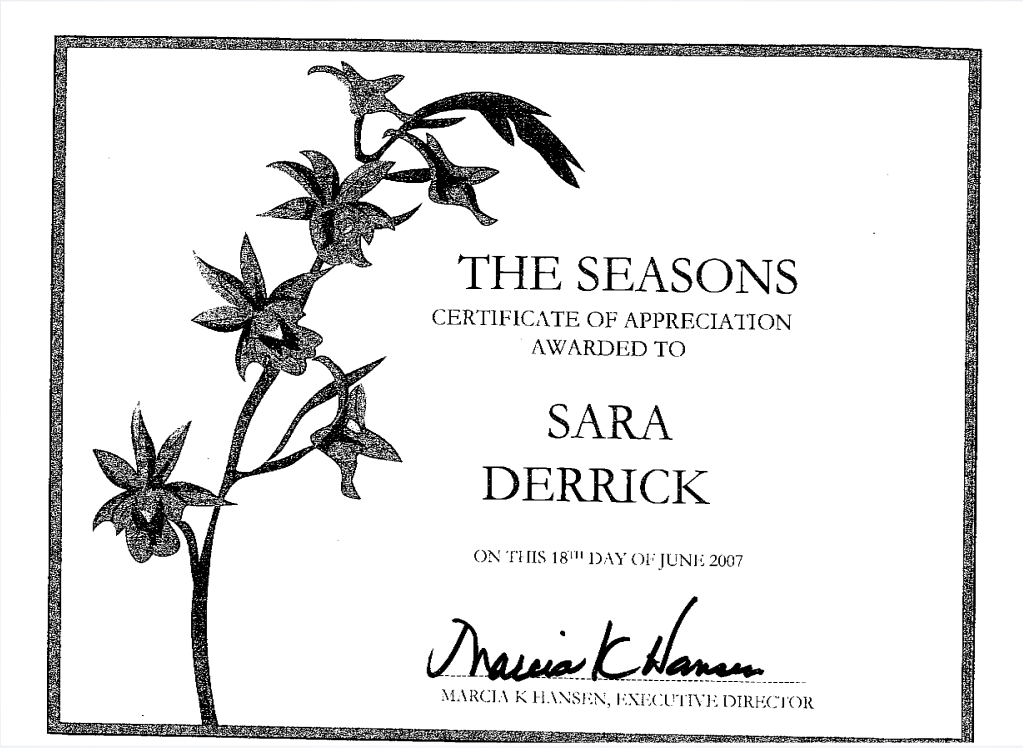
- Business DO NOT hire for charity, pity, or sympathy. The individual has passions, skills, and interests and make a meaningful contribution to the business' bottom line.

CUSTOMIZED EMPLOYMENT EXAMPLE



**Sara doing manicures and pedicures for residents
at the Seasons Retirement Community**

CUSTOMIZED EMPLOYMENT EXAMPLE



EMPLOYMENT FIRST DEFINED

- Employment in the general workforce is the first and preferred outcome in the provision of publicly funded services for all working age citizens with disabilities, regardless of level of disability.

CUSTOMIZED EMPLOYMENT COMMUNITY-BASED ALTERNATIVES

- These Nevada projects have the philosophy and practices found in CE and all have shown successful outcomes-Integrated employment for competitive wages:
 1. Customized Employment Project & Path to Independence (NCED)
 2. Community-Based career Exploration Summer Camps (WCSD)
 3. Vocational Opportunities for Inclusive Career Education (VOICE)
 4. Nevada Career Dev. Academy (HSI-WARC Community-based contract)
 5. Program Approach to Career Employment (PACE) & Project SEARCH (CCSD)
 6. Job Discovery Programs (Opportunity Village & CCSD)

CUSTOMIZED EMPLOYMENT

WHO CAN BE SERVED?

- The research shows many populations benefit from CE. Here are a few:
 1. Persons with Intellectual and Developmental Disabilities (ID/DD)
 2. Persons with serious mental illness (SMI)
 3. Persons with significant learning disabilities
 4. Veterans
 5. The long-term and chronically unemployed/under-employed
 6. Any others interested in work

SUCCESSFUL OUTCOMES

WHAT DOES THAT LOOK LIKE?

- The discrepancy between the employment rate for persons with disabilities (19.1%) and those without disabilities (68.5%) is unacceptable*.
- Integrated-competitive employment is earning at least minimum wage working where they can interact with non-disabled persons (excluding service providers).
- Successful closure is meeting the above two requirements 90-days from the hire date, with or without supports.

*US Department of Labor; Office of Disability Employment Policy, February, 2014

SUCCESSFUL OUTCOMES

WHAT DOES THAT LOOK LIKE?



**Stacy cleaning and serving coffee samples
at Starbucks for over three years**

SUCCESSFUL OUTCOMES

WHAT DOES THAT LOOK LIKE?



**Glenn earning \$400/week at Arrow Electronics
from \$40/week at a Sheltered Workshop
He does not receive Social Security Disability anymore!**

SUCCESSFUL OUTCOMES

WHAT DOES THAT LOOK LIKE?



**Ioulia working at Roundtable
Pizza, her “dream job”**

SUCCESSFUL OUTCOMES

WHAT DOES THAT LOOK LIKE?



**Ian volunteering at Rancho San Rafael Park-
Just interviewed at WCSD for custodian**

SUCCESSFUL OUTCOMES

WHAT DOES THAT LOOK LIKE?



**Eric scanning medical records
into electronic copies**

SUCCESSFUL OUTCOMES

WHAT DOES THAT LOOK LIKE?



**Michael working at his favorite Sports Store,
Sports Authority**

SUCCESSFUL OUTCOMES

WHAT DOES THAT LOOK LIKE?



**Dwayne recognized as the
“best courtesy clerk Safeway has ever seen”
Employed for over three years**

SUCCESSFUL OUTCOMES

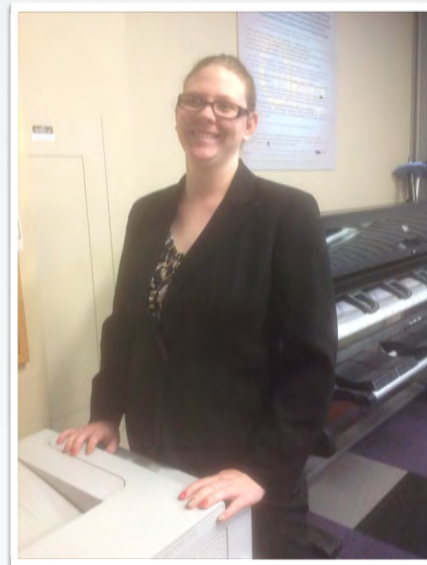
WHAT DOES THAT LOOK LIKE?



Brandy working at the Cinemark Theaters, her absolute “dream job”

SUCCESSFUL OUTCOMES

WHAT DOES THAT LOOK LIKE?



**Ciera performing clerical tasks for the
State of Nevada-Developmental Services**

SUCCESSFUL OUTCOMES

WHAT DOES THAT LOOK LIKE?



Tommy starting his own ceramic micro enterprise and having a “meet the artist” show The Wedge

SUCCESSFUL OUTCOMES

WHAT DOES THAT LOOK LIKE?



**Brian the owner of his own business-
Converting vinyl records to MP4 (digital)
inside Recycled Records**

TIME TO PICK THE FRUIT

- The collaboration across agencies for integrated employment is at a historical high
- The DOJ are looking at states that are violating the Olmstead decision- lawsuits in OR and RI currently; many front doors closing at Sheltered Workshops in the US
- NV has several pilot projects designed under a CE philosophy & practices

HOW CAN NV PICK THE FRUIT?

State funding provided to the Bureau for Vocational Rehabilitation (BVR) will draw down a 4:1 federal match from RSA.

\$500K from NV results in \$2.5M project that would expand integrated employment across the state to the following populations:

CUSTOMIZED EMPLOYMENT

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1. Persons with Intellectual and Developmental Disabilities (ID/DD)
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MEASURABLE OUTCOMES

1. Training & Technical assistance provided statewide to community rehabilitation providers, agencies, businesses, and others;
2. Increases in successful closures for all aforementioned populations;
3. The DOJ, SELN, APSE, and other national groups identifying Nevada as an exemplary state utilizing the best practice;
4. Increases in employment rates for Nevada's marginalized populations and a closure in the gap between those with and without disabilities;
5. An economically stimulated economy with a diverse workforce;
6. Compliance with Governor Sandoval's Executive Order 2013-10 to increase persons with disabilities working in the Nevada state workforce.

THANK YOU

QUESTIONS/COMMENTS?

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