

## **Customized Employment Services**

### **Job Seeker Information Agreement**

### **Connecticut Customized Employment Services**

A collaborative approach to service provision based on agreement that job seekers should be provided vocational options with priority placed upon creating opportunities for competitive work in the community providing for integration, economic self-sufficiency, and challenge and career growth. Services will be delivered based upon an individualized plan for a person according to his or her needs. Individual informed choice of service options will be honored to the extent possible through a coordinated service delivery system that makes the best use of existing and potential financial, human and community resources.

### **What is Customized Employment?**

Customized Employment (CE) is a process of individualizing the employment relationship between employees and employers in ways that meet the needs of both. It is based on a match between the unique strengths, needs, and interests of the individual, and the identified needs of the employer.

#### **Features of CE:**

- Coordination of services through a service delivery team, process – “wrap around”
  - Discovery
    - Discovery activities and personal profile
    - Customized Employment planning
    - Visual portfolios and presentational material
  - Job Development, Negotiation, and Placement
    - Job site tours and employer meetings
    - Budget and planning assistance
    - Job site analysis/support
  - Post-Employment Supports
    - Skill building
    - Job retention support

#### **Customized Employment Service Coordination**

State agencies and service providers cooperate to provide a seamless delivery of services for individuals with disabilities and their families by sharing responsibility for employment services as well as cooperating on the funding of support needs to achieve the job seeker’s preferred employment objective.

#### **Hiring a Service Provider**

The Customized Employment approach recruits traditional and non-traditional organizations to provide customized employment services. Agencies with employment specialists certified in Customized Employment qualify as CE service providers. Your Case Manager will assist in interviewing, hiring, and monitoring a service provider to provide customized employment services.

# Job Seeker Agreement

I have chosen to participate in Customized Employment. The goal is to find competitive integrated employment based on a process of identifying my skills, abilities, contributions, preferences, and my conditions for employment. This agreement is to help me and my planning team focus on obtaining competitive employment. This agreement will give each of us a clear understanding of the expectations of my participation.

- My participation in Customized Employment expresses my wish to be competitively employed in an integrated setting within the next 12 months.
- I have reviewed my involvement and responsibilities with my planning team including my family, friends and provider agency support staff.
- My Case Manager will work with me to schedule regular follow-ups with my entire service delivery team to review progress, concerns, and questions throughout the CE process.
- My Case Manager will assist me in solving any difficulties that may arise with my service team or provider agency I will be using for services.
- My Case Manager will schedule a progress review for 90 days from referral with the service provider I choose.

I understand that Customized Employment:

- Takes time. It is not getting a job right away.
- Requires participation of those around me, including family, friends, and support teams.
- Requires that I play an active role.
- Every case is different, I may not have the same results as others.

\_\_\_\_\_  
Job Seeker Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Legal Representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
Case Manager

\_\_\_\_\_  
Date

Received approval from DDS CE Review Team:    Yes        No        **Approval Date:**

***Customized Employment referrals must be reviewed and approved by the DDS CE Review Team to manage capacity limitations and the waitlist for CE Services.***