

**CUSTOMIZED EMPLOYMENT
DEMONSTRATION PROJECT
YEAR TWO IN REVIEW – A SUMMARY
July 1, 2009 to June 30, 2010**



Ministry of
Social Development



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Executive Summary

The Customized Employment Demonstration Project (the Project) is a three-year (July 1, 2008 to June 30, 2011) collaborative project between Community Living BC (CLBC) and the Ministry of Social Development (MSD). This project is the outcome of joint stakeholder consultations undertaken by CLBC and MSD in 2007, which identified that individuals with developmental disabilities may need a different approach to achieve their employment goals.

This report provides a summary of the best practices, progress made, challenges to overcome and priorities identified in the first two years of the Project, with emphasis on the activities in year two. Statistical data to June 30, 2010 is provided with 2009 comparisons.

201 individuals were served to June 30, 2010, exceeding contract targets by 33. Ninety-one percent of the individuals served were youth (age 15-30); this more than supports the Project goal of 60 percent of youth accessing these services.

To June 2010, the number of individuals placed in new workplaces more than doubled from June 2009 (38 to 85). While this is good progress, the target for employment placements to June 2010 is 131. Start up activities for the Project affected the number of placements made in the first year, with placements increasing each quarter. Service providers remain confident in meeting employment placement targets over the three year term

Service providers are enthusiastic about their progress with individual clients and the results of their engagement with local businesses. Though positive, agencies are reporting specific challenges including:

- The economy in BC declined at the start of the Project;
- Employment peaks and dips throughout the year, and work can be seasonal;
- Families have different levels of understanding of their role when their family member is working;
- Many participants are youth and require more support to prepare them for entry into the workplace;
- The business community continues to need information about the benefits of hiring people with developmental disabilities; and
- Recruiting, training and keeping skilled employment specialists who are able to deliver Customized Employment services.

Activities at the end of year two and into year three will focus on improving the understanding of the supports required both for the employee and employer to ensure long term continued employment. MSD and CLBC will continue to work collaboratively at all levels to raise awareness with businesses about the opportunities to hire a person with a developmental disability, and to identify additional resources and best practices for service providers to use to deliver Customized Employment services.

Brandon's Story

Brandon began working at Dennis' No Frills on March 30th 2010. He works every Tuesday and Thursday from 9 am to 1 pm as a floor attendant, and is paid \$9.40/hr. Brandon's duties include facing products and removing misplaced items. Brandon's job was created for him based on the needs of Dennis' No Frills. His employer is open to adding other duties to his job as Brandon is ready to do new things. Brandon has received support from an occupational therapist that assisted in creating a physical support for him. His co-workers are starting to provide some of the support Brandon needs to do his job.

1. Background

The Customized Employment Demonstration Project is a three-year (July 1, 2008 to June 30, 2011) collaborative project between CLBC and MSD. The Project is the outcome of joint stakeholder consultations undertaken by CLBC and MSD in 2007, which identified that individuals with developmental disabilities may need a different approach to achieve their employment goals. CLBC and MSD combined consultation findings with research on employment policy and program delivery in other jurisdictions to develop the Project.

The goals for the Project over the three year term are: to provide employment opportunities for 270 persons with developmental disabilities (with 60 per cent being youth transitioning from school to work); and to gain a better understanding of how to best identify the skills and strengths a person with a developmental disability can use in the workplace, and match them with "Real Work for Real Pay". Work may be full time, part time or self employment, and is created to meet individual needs and provide economic benefit to the employer and the employee. There is also an expectation that workplace and natural supports are in place to help the individual succeed.

2. Project Delivery

In March 2008, a joint Request for Proposal (RFP) was issued for Customized Employment Services for Persons with Developmental Disabilities. The eight successful proponents were awarded three year contracts that began on July 1, 2008. These agencies are located in a representational mix of urban and smaller rural/semi urban communities. The agencies are tasked with meeting the following Project goals:

- Focus on individual employment outcomes, based on the principles of Customized Employment;
- Ensure the required employment/employer supports are in place and a transition to natural supports takes place;
- Provide timely reporting against Quality Indicators;
- Require a sharing of knowledge amongst Project participants;
- Document best practices as a blue print for future services, and
- Create leaders in our communities and build community capacity.

The eight service providers involved in the Project are located in Vancouver, the Lower Mainland and Vancouver Island, and were chosen because they demonstrated the necessary qualifications, experience and expertise to deliver Customized Employment Services. They have an established reputation for individualized services and strong community and labour market connections. These Project partners are:

- CBI Consultants;
- Delta Community Living Society;
- Ladysmith and Area Community Link;
- Langley Association for Community Living;
- Powell River Association for Community Living;
- Polaris;
- Semiahmoo House; and
- Vancouver Island Vocational and Rehabilitation Services.

3. Year 2 Activities

Individual Employment Outcomes

Since the start of the Project, 201 individuals have received customized employment services, and 85 employment placements have been made. A complete statistical review for year 2 is presented in Section 4.

Project Reporting

Annual and Quarterly reports are prepared and shared with CLBC and MSD. Quarterly reports include statistics on clients served and employment outcomes. These reports also include a summary of each service provider outreach activities and a description of new jobs in each quarter.

Commencing July 1, 2010, the Customized Employment Service Providers began using the newly developed MSD web based reporting system. This provides immediate online and consistent reporting. Service providers continue to manually report qualitative information, success stories and outreach activities.

Following discussions on how to strengthen Project reporting, service providers will also report on the level of support received by each employed individual. There has been considerable discussion on the definition of the three support levels. Final definitions were agreed to in September 2010 and will be included as an appendix in the first 2011 quarterly reports. This will aid in our understanding of the nature and length of support required to maintain employment.

Through meetings and discussion, the service providers recognized a need to consistently accumulate program related data on the services provided to each client. A new report template is being developed to track all services, noting average number of service hours over what length of time. The reporting template will be included in the 2011 quarterly reports. Accumulated results will be shared and compared to published benchmarks.

Sharing Knowledge and Documenting Best Practices

During the year, the service provider participants met as a group three times, September 2 and 3, 2009, February 5, 2010 and June 29, 2010. Each meeting included updates from MSD and CLBC, review of year to date performance and predictions, service provider issues and/or concerns, service delivery practices and technical/educational sessions.

The two day meeting in September 2009 was a joint meeting with MSD service providers newly contracted to provide customized employment services to any British Columbian with a with Developmental, Neurological, Mental Health Disabilities (including Autism Spectrum Disorder), Learning Disorders, and other cognitive conditions. This meeting provided an excellent opportunity to share information from the Project and participate in two technical sessions- Systematic Instruction and Discovery-Updated.

From service delivery experience to date, participant discussions at these meetings and project manager/service provider follow up, a summary of Best Practices has been developed and shared, see Appendix 1. As these Best Practices are based on the first two years experience, they focus primarily on:

- The Discovery process;
- Family and support network engagement; and
- Organizational models staffing to deliver Customized Employment services.

As we gain more experience, we will summarize our observation and best practices related to job development, job placement, and job retention.

In May 2010, each service provider site was visited, with meetings with key staff members to discuss the following:

- Where are we today – a summary of individual results to March 31, 2010, how these compare to contract requirements and projections to June 30, 2010;
- Service provider issues and concerns;
- Project reporting; and
- Plans and projections for the final year of the Project.

Detailed observations from each visit were recorded, shared and discussed at the June 29, 2010 meeting. These are summarized in Appendix 2. Under the following headings:

- Work is not Monday to Friday, 9 am -5 pm;
- Engage School Districts;
- Challenges with Youth;
- Really Know Your Community;
- Common Format to Chart/Record all Services; and
- Supports to Stay Employed.

Service providers will continue to work with MSD, CLBC and other Project participants in sharing results, lessons learned and best practices, and strategizing on how to incorporate Project findings into their services and into other MSD and CLBC employment services. They will continue to work on their commitment to changing attitudes and developing a culture of change both internally with staff, and externally with businesses, organizations and community.

Creating Leaders and Building Community Capacity

Project results, issues and observations are shared continuously with CLBC and MSD. The Customized Employment Demonstration Project has raised awareness in the service provider community, challenging organizations and funding bodies to review how employment services are provided.

In 2010, several resources were developed by British Columbia service providers to advance the employment of individuals with developmental disabilities and increase the sustainability of employment services. These resources were funded by CLBC and are organized around three themes:

- Transforming Organizations;
- Building Capacity; and
- Tools and Service Delivery Resources.

Individual projects reflect many of the issues raised, explored and developed through the Customized Employment Demonstration Project and address the key success factors identified early as necessary to increasing employment for individuals with developmental disabilities. All of these resources are outlined in Appendix 3.

Through its Employment Program for Persons with Disabilities (EPPD), MSD provides employment services to any British Columbian with a disability. Findings, positive feed back and momentum from the Project have influenced MSD service offerings in a number of ways:

- On receipt of Labour Market Agreement (LMA) funding from the federal government, MSD had an opportunity to expand employment services specifically aimed at British Columbians with Developmental, Neurological, Mental Health Disabilities (including Autism Spectrum Disorder), and/or Learning Disorders. These services commenced in 2010 and are modelled on the Project service delivery principles, service delivery descriptions and expectations. This provides a unique opportunity to share results and learning with service providers and build greater capacity to provide these individually focused services;
- To fully report on all services, MSD created a web based reporting system. This has since been modified slightly and will now be used by all providing customized employment services (the Project and the later LMA contracts). This will aid in more fully understanding services, duration and results;
- Recognizing the unique approach of customized employment for certain individuals, several EPPD service locations now offer a customized employment approach as part of their EPPD service spectrum; and
- With two years in the planning, MSD is undertaking a major service transformation in its approach and delivery of all employment services to British Columbians, investing in excess of \$300 million annually. New services will start in April 2012. Based on discussions to date, it is our expectation that customized employment modules will be available as part of the service package once the final delivery model is designed and included in the Request for Proposals. This reflects the information and best practices gathered in the first two years of the Project and their influence on the best design for employment service for persons with disabilities.

To assist MSD in furthering their understanding of the Project and the approach and principles underlying customized employment, Janet Heino and Barb Penner presented a summary of the project, including principles and best practices to the Ministry's Policy Division.

MSD has also assisted in promoting customized employment to broader audiences as evidenced by its commitment to fund various educational seminars including a two day sessions with Denise Bissonnette - Beyond Traditional Job Development, that was held in early fall 2010. Objectives of this two day session are to champion and provide a forum for the development of best practices in effective job development strategies for customized employment. A summary of the learnings from the training sessions and service provider comments will be included in the first 2011 quarterly report.

Employment service providers have long recognized the skills sets required to effectively deliver employment services to persons with disabilities. Through their efforts and support of the project, MSD and CLBC, a course on customized employment is now offered at Douglas College and Okanagan College with ongoing efforts to deliver this more widely (perhaps electronically) through partnerships with other BC community colleges.

Subsequent to June 30, 2010, MSD nominated the Customized Employment Demonstration Project for a Premier’s award. We anxiously await further announcement.

In year three our efforts will continue in sharing our learning, creating best practices reference tools in collaboration with service providers, increasing our understanding in the timelines/efforts to achieve successful employment outcomes in customized employment and promoting enhanced employment services for persons with disabilities.

4. Individuals Served and Employment Outcomes – Statistical Data

At the end of the second year, the Customized Employment Project exceeded the number of individuals expected to be served (201 individuals identified with the target being 168 by June 30, 2010). Statistics for 2009 have been included for comparison to 2010.

Number of Individuals Served

	June 30, 2009	June 30, 2010
Total number of individuals served (excluding 22 transferred individuals) ¹	139	201
Files closed / completed to date	19	40
Active individuals at June 30	120	161
Employment outcomes number of individuals currently employed ²	38	79

¹ With the agreement of MSD and CLBC, in July 2009 CBI transferred 22 individuals whom had been noted in 2009 as receiving services when they had only completed a preliminary questionnaire. These individuals were in some of the 2009 original statistics, and have been excluded from comparative figures and the total number of individuals served.

² Total of 85 employment placements to June 30, 2010.

Files Closed

It is not unusual for some individuals to cease services for a variety of reasons. The reasons why files are closed are being tracked and will be further investigated to identify better ways to address these concerns proactively. Below is the number of files closed in the second year of the Project and the reason for their closure.

Reason for Closure	Number
Health reasons	6
Mental Health	3
Concern of losing day program space	3
No longer interested in employment or continuing services	18
Services in Other agencies	1
Moved	3
Back to school	1
Self employed – other location	1
Employed, limited support	4

Greg's Story

Greg has been hired at Kal Tire to be the recycling master, a customized job that benefits both Greg and Kal Tire. Greg takes on a role in the company that they had struggled to address. Greg sorts all the recycling for the business. He is making friends with his co-workers who look forward to his shifts each week. His co-workers have taken on the role of helping Greg to be successful at his job. Greg's employer reported that "the guys like having Greg there and they are happy with his work."

Range of Services Provided

Below is a summary of the services provided to individuals through to the end of year two of the Project, with comparatives to June 30, 2009. The statistics reflect the Customized Employment process that includes: discovery, job development/negotiations, job placement and on the job support.

	June 30, 2009		June 30, 2010	
Total active individuals- Excludes 22 transferred files	120	100%	161	100%
In Discovery	81	48%	24	15%
Job development/negotiations	27	23%	58	36%
Working/supported in Employment	38	32%	79	49%

Age Groups Served

The Project's focus is primarily youth (the target outlined is over 60 percent). Youth is considered aged 15-30. Currently approximately 91 percent of all individuals involved in the Project are in this age range. Since many are entering the workplace for the first time; wages, hours and job placements are reflective of entry level positions.

Individuals Served by Age Group	June 30, 2009	June 30, 2010	<p style="text-align: center;">2010 Clients by Age Group</p>
Age 15-20	44	94	
Age 21-30	52	53	
Age 31+	24	14	
Total	120	161	

Individuals Working By Age Group	June 30, 2009	June 30, 2010	<p style="text-align: center;">2010 Clients Working by Age</p>
Age 15-20	13	30	
Age 21-30	20	39	
Age 31+	5	10	
Total	38	79	

Employment

85 placements have been made since the start of the Project. A summary of the types of employment placements made in year 2 are included in Appendix 4.

Of the 79 active employment placements to date, 47 or approximately 60% are for six months or longer. The following provides a summary of the active job placements and the length of time individuals have been employed.

	June 30, 2009		June 30, 2010	
< 3 months	22	58%	16	20%
3-6 months	7	18%	16	20%
> 6 months	9	24%	47	60%
Total	38	100%	79	100%

5. Next Steps – Year Three

Activities into year three will focus on improving the understanding of the supports required to keep a person employed once the job has been determined and they have started working. This information will be collected and shared. In the early part of year three, we will report on our first summary of all services based on all clients served to date, noting average number of service hours over what length of time. This will be updated as of the final date chosen to support our summary of best practices and findings when we conclude the Project.

As well, CLBC is working at the local level to help transform day services to include employment services with individual agencies, and provincially in supporting the development of employment specialist training to assist agencies to train staff.

Highlights of lessons learned in Year 2 through site visits, discussions and feedback from service providers are outlined below. These observations will be used at the end of year two and throughout year three to identify tools and steps needed to strengthen the delivery of Customized Employment services in B.C.

Alexa’s Story

On July 24th, Alexa began her first community employment after four years of working in a sheltered work environment. Alexa and her family were excited for the opportunity to work two days per week at Fieldstone Artisan Breads. Now, Alexa, a naturally shy person, has become more independent. Alexa continues to exceed the expectations of her employer and co-workers.

Appendix 1

Best Practices Summary

From service delivery experience to date, participant discussions at various meetings and project manager/service provider follow up, a summary of Best Practices has been developed. As these Best Practices are based on the service provider experience during the first two years of providing customized employment services, they focus primarily on:

- The Discovery process;
- Family and support network engagement; and
- Organizational models staffing to deliver Customized Employment services.

As we gain more experience, we will summarize our observation and best practices related to job development, job placement, and job retention. A goal of Year 3 is the development of a Customized Employment Emerging Practices Manual that will be available to all services providers through the CE Sharepoint site.

1. Intake

CE is one approach or tool for supporting people with developmental disabilities to find and keep work.

Best Practice

- The service provider may need multiple meetings with the individual and their support network (team) to ensure the approach used best meets the person's individual needs
- The person's support network (i.e. friends, family, education assistants, teachers, support staff) are identified so they can be invited as part of entire employment process including Discovery. Support networks of 3-5 people work well
- Intake is an opportunity to understand family dynamics to determine family schedules and their commitment and ability to support their son or daughter to work

2. Discovery

Engagement:

It is important to engage families early and often, as employment is often a new idea. It takes time for a family and the person to develop trust and understand that employment is possible and it is different for every person. Discovery and searching for employment is a very individualized process.

Best Practice

- Discovery is not directive: listen well
- Open blinders and pay attention
- Have a purpose at each step in the discovery process
- The person is the center and must be consulted first. It is critical to include the person's support network in all aspects of finding work

- Get information at each step - try not to take notes during observations and activities - but do it right afterwards to ensure you capture the information
- Engage the person's support network: delegate specific tasks that might include observations that are used in developing the employment plan
- It is very important to set boundaries between employment specialist and person

Time commitments:

Discovery is never finished, learning about the person is ongoing; however a plan with clear timelines ensures that the team does not get stuck in discovery.

Best Practice

- A clear discovery plan ensures a focus
- Discovery can happen over a 4-12 week period with at least one half hour to one hour meeting per week with the person and/or their network; some discovery processes can be as short as 2-3 weeks
- Need at least 16-25 hours of face to face time with an overall average of 20–25 hours

Discovery Meetings:

Discovery meetings can vary from including the entire support network to being one to one with either the person or a member of the network.

Best Practice

- Discovery meetings are usually one hour and **never in your office; except the for the first meeting**
- The best place for the second meeting is at the person's home
- Subsequent meetings at home, in the person's community or wherever most appropriate to observe the person's skills and abilities
- It is important to be flexible in the time that you meet and where you meet
- Do task/skills assessment through activities (observation , not an interview)
 - Focus on community and event connections, hobbies, and interest groups
 - Take a camera; take pictures of the person demonstrating their skills to build the persons portfolio for future job proposal
 - Always check out ideas about skills and abilities , do not take information at face value
 - Use probing questions and observe responses

Situational Assessments:

Situational assessments (can be done in a work setting) that provide an opportunity for the person to demonstrate their skills are hands on and time limited. They are one of the best ways to observe the persons skills.

Informational Interviews and Tours:

Informational interviews and tours are an incredible tool to figure out ideas for employment themes. The person gets to learn about the work people do in different businesses. Informational interviews are a way to talk to possible employers in a casual way about their business and their hiring practices. It is an opportunity to observe work culture and check to see if there are things that are not getting done.

Best Practice

- Always include the person
- Be careful not to use job development terms in discussions with employer
- Beware of employers who might be looking for free labour

Work Experience and/or Work Simulation:

Work experience is a very useful tool to assist with developing the person's employment plan. All work experience must be **short term/time limited** and have a plan with goals and objectives, i.e. What is the person going to learn from this work experience?

Best Practice

- There is a written plan that is signed off by employer, person, service provider, and if appropriate a family member
- Regular meetings, at least once a week, with the employer and the person to determine skill development and feedback on work performance

Vocational Themes / Employment Plan:

Development of vocational themes is the result of discussions with the person and their support network to identify interests, skills and abilities and the observation of the person's demonstration of their skills and abilities in different settings in their home and community. The employment plan includes the steps to be taken to explore the vocational themes that match the person's interests, skills and abilities that will lead to the employment goal. The employment plan is done with the person and their support network.

Best Practice

- Constantly check in with person that we are on track as the employment plan is developed
- Continue to connect with persons support network (team) throughout the CE process
- The employment specialist facilitates the employment plan meeting.
- Give lots of feedback on work appropriate behaviours.
- Determine three employment themes only i.e.: children, outdoors, fashion
- About identifying skills of person to match with potential employment opportunities
- Do not focus on the "dream job" rather examine what the elements of the "dream job" are that are important and of interest to the person
- Important to stay out of job descriptions, think in job skills

3. Family and Support Network Engagement

Working with the person's family and support network is a key difference between CE and other approaches to employment services. Families and support networks bring many ideas and resources to the table through their connections and diverse perspectives.

Best Practice

- Orientation done on a one to one level allows opportunities for deeper understanding and exploration of the ideas of people with disabilities working in community and how customized employment can make work a reality
- Use videos if available - for example Erin Reilly video of Project Reach
- Describe each phase of the CE approach to family/support network, may need several sessions
- Important to get support network on board early
- Manual for Families is very useful (for materials to assist families see CLBC Advancing Employment www.bccomploy.net.org/advancingemployment.htm)
- Observe and learn family dynamics
- Do a family orientation / family networking night
- Do training sessions for families on job development so family knows what to expect
- Clear early discussions on respective roles and the commitment required by families and the person for successful employment
- Engage with high schools as members of the support network
- Spend time addressing the fears of the loss of day program space and how to work the person's jobs into their families work schedules.
- Individual choices are respected
- Engage family and support network as much as possible, respecting the persons wishes, all communications should be with the person first
- Meet with person at least once a week, preferable 2-3 times per week
- For the community
 - Presentations and attendance at the Chamber of Commerce
 - Partner with school districts – presentations

4. Organizational Model Structure and Staffing

Service providers participating in the project were new to Customized Employment. Many had to establish new internal policies and procedures and change their organizational structure to deliver these services. The following are examples of the organizational models and staffing structures used in the Project.

Example 1

- 12 people - employment specialist, 1 manager, 1 community liaison
- Agency started with 4-5 individuals seeking employment with 1 employment specialist, then took on another 4-5 individuals after three months
- Agency took one week for orientation where they worked together

Example 2

- 1 manager, 2 part time employment specialists who provide one on one support to individuals, with one staff taking the lead for each individual
- Each staff taking a key lead
 - One lead staff for community capacity
 - One lead staff for job development

Example 3

- Each employment specialist works the entire process, they perform every role
- Team consults each other on initial intake through debriefing sessions, this provides the employment specialists with assistance when they have challenges

Example 4

- Employment specialist ratio - one staff to 3-5 people

Best Practice

The following is a summary of some of the observations with respect to organizational approach to providing Customized Employment services:

- When introducing CE into the organization
 - spend a considerable amount of time on training and developing internal and external materials,
 - hire employment specialists – new hires must understand business, have diverse backgrounds and be well connected in their communities
- Four to five (max) individuals per staff member
- Need 2-3 dedicated employment specialists in organization for peer support and to ensure diverse community connections
- Not recommended that one employment specialist does it all - best with a team approach
- One main employment specialist as the primary contact working with the person through the whole process
- Delegate tasks early in the process to families and others in support network

- Level of support may look different for each individual. Continuity of the employment specialist is important. CE service coordinator takes the lead role
- Employment service needs a specialized job developer and job coach
- Ongoing connection with the persons team and community is critical throughout the CE process
- Have brainstorming sessions - the person's team comes together in these sessions
- Marketing role is key - could be one marketing person but also needs to be involved in the discovery process especially if trying to create a job for a particular individual
- Regular telephone contact with person and support network is important

Ongoing challenges:

- Large staff turnover, challenges in keeping qualified staff
- Challenge – all staff need multiple skills i.e. marketing, discovery, job development, job coaching including systematic instruction and behaviour management
- Organizationally - use person centered thinking

5. Summary

- Many organizations are still learning
- Family / network support and commitment is critical
- Need to educate community and work to build capacity with day programs
- Continue to build expertise throughout the organization
- Will require self employment expertise down the road

Appendix 2

Site Visit Observations

Work is not Monday to Friday, 9 am -5 pm
<ul style="list-style-type: none">• Federal/provincial programs presume supports are 9 am-5 pm• Need family engagement and commitment to support the regimen of working• Agency staff must be able to provide service outside regular office hours
Engage School Districts
<ul style="list-style-type: none">• Individual School Districts use different approaches to fulfill the career plan requirement for every student• Need to clarify the role of the Customized Employment service provider when youth access work experience and job coaching while still in school• Collaborating and developing relationships with individual schools to help better connect youth to employment
Challenges with Youth
<ul style="list-style-type: none">• Work ethic has not matured. Employment is more about social networks than wages• “Social skills”, personal connections need work• Explore the use of peer support for youth that are working such as job clubs• Recognize that youth use first employment experiences as stepping stones to longer term employment• Bridging supports for 18-19 year olds – students that are not in school when they are 18 are not eligible for CLBC supports until they are 19
Really Know Your Community
<ul style="list-style-type: none">• There are different challenges in communities throughout B.C., such as local culture, geography, demographics and labour market• There are many different ways to engage businesses to address the diversity in communities throughout the province• Personal connections in the community are critical to job development
Common Format to Chart/Record all Services
<ul style="list-style-type: none">• Record time spent on different activities related to employment service such as outreach and networking with business owners/managers to ensure common benchmarks for Customized Employment can be developed• Need to better define and track the type and length of employment supports• Need to capture job descriptions, wages and hours to make sure we have robust information about what defines success in employment services

Supports to Stay Employed

- Putting in place strategies that address people’s need for learning life skills for the workplace , such as understanding:
 - What are social boundaries in the workplace
 - What is work appropriate communication
 - How to build supports and routines to “get” to work
 - How to build stamina for the workplace
- Training for service providers needs to include:
 - Tools for working with individuals with FASD
 - Non violent crisis intervention course
- On-going supports for people so families trust that their sons and daughters have support when not at work

Appendix 3

Resources to Support Evolution of Employment Services

All of the following resources can be found at www.bcemployonet.org/advancingemployment.htm

Transforming Organizations – Resources to help service providers to transform their services to an employment focused organization. For example:

- “Lessons Learned: Supporting the Move to a Customized Employment Approach”, three levels of training and their respective outcomes detailed in the report
- The Pathway to Employment Planning Practice Guide: developed to provide organizations with an overview of the process to start individualized employment planning for the individuals they serve
- Documentation of an organizations journey to developing an internal plan for organizational shift

Building Capacity - Strategies for organizations to develop and increase capacity around inclusive employment. Examples include:

- Families Promoting Employment: Workshops created to engage and encourage families and community partners to think about Employment. Materials are available to deliver the workshop in communities throughout B.C.
- Various training workshops, enhancing community awareness and developing resources

Tools and Service Delivery Resources - Materials agencies can use to build expertise within their organization for employment services. For example:

- Customized Employment: The Business Case This DVD showcases British Columbia based case studies of successful inclusive employment and testimonials from business leaders
- Customized Employment: Transition Planning and Self-Determination Instruction This DVD is a powerful demonstration of best practices in action. It demonstrates that real work for real pay can be a reality
- Disability Confidence This presentation is available to be delivered by self advocates. It promotes disability confidence, the idea that increasing a company's accessibility and hiring of people with disability is a business strategy that pays off for employers
- Customized Employment: A Comprehensive Job Developer's Manual A detailed job development manual that provides a clear and systematic approach to the job development/placement phase of customized employment
- Lunch and Learn Ways to develop Disability Confident Employers in local community, using lunch and learn as a tool to engage business
- RESPECT A booklet of employment stories

Appendix 4

Individual Job Placements

Total Year 1	38
Total Year 2	41
Total to June 30, 2010	79
Multiple/repeat placements	6
Total Placements to June 30, 2010	85

The following is a summary of the jobs found since July 1, 2009

At June 30, 2010, 91 percent of all individuals involved in Customized Employment are aged 15-30. Since many are entering the workplace for the first time, wages and job placements are reflective of entry level positions.

Description	Type	Hourly Wage
Fish prep at fish plant	Part time	\$8.00
Customer service/ cash handling	Part time	\$8.00
Cardboard crusher		\$8.00
Oil and lube shop assistant		\$8.00
Bus person/ dishwasher		\$8.25
Retail industry, Sales associate, Customer service, numerous positions	Part time	\$8.00-\$8.50
Camp leader		\$10.00
Lot clean up		\$8.05
Gas jockey		\$8.50
Car washer for municipal works	Part time	\$15/car \$20/truck
Superstore, front end	Part time	Min wage
Salvation Army, Christmas Kettle Attendant	Part time seasonal	\$8.00
Collating marketing materials for Childcare Worldwide	Part time	\$8.00
Cafe Attendant – Starbucks and others	Part time	\$8.50
Greenhouse labourer	Part time	Min wage
Take tickets, clean theatres	Part time	\$8.00
Day care assistant	Part time	Min wage

CUSTOMIZED EMPLOYMENT DEMONSTRATION PROJECT
YEAR TWO IN REVIEW – A SUMMARY

Office Administration assistant	Part time	Min wage
Pizza restaurant – inside assistant, flyer delivery	Part time	\$8.00r
Lot associate	Part time	\$9.50
Municipal Police Department – various -interior vehicle cleaning services -confidential shredding services -light kitchen duties	Part time	\$8.50
Corporation of Delta	Part time	\$10.00
Bottling Company, plant caretaker	Part time	\$15.00
Working with children at a family child care	Part time	\$10.00.
Catering service clerk	Full time	\$8.00
Production assistant	Part time	\$8.00
Floor Attendant – Faces Product	Part-time	\$9.40
Farm/Store Assistant	Part Time	\$8.00
Office Assistant and general office work, various positions and locations including private business and municipal offices	Part Time	\$8.00 to \$10.00
Clean tables and load dishwasher	Part time	\$8.00
Clean toys and organize toy lending packages	Part time	\$13.50
Various in the food service industry	Part time	\$7.91
Self employment – kayaking business	Self employment	Per trip net of expenses